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SOCIAL SURVEY DIVISION

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Attitudes to the Employment Service 1973

A survey carried out for the
Department of Employment

Janet Gregory
Elizabeth Head



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Acknowledgements

Elizabeth Head designed and carried out all the preliminary stages of the survey. Eileen Goddard was responsible for designing and selecting the sample of people to be interviewed, Caroline Finch was responsible for the fieldwork stage of the survey, Edward Hayman for the primary analysis of the data and Malcolm Ross for the computing and final analysis stages; Janet Gregory wrote the report. All stages of the survey were supervised by Amelia I Harris.

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- A A note on the sample design
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- B Appendix Tables
- C Card shown to informats, listing various methods of
job-seeking

The schedules

All schedules are available on request from Social Survey
Division of OPCS



1.0 Introduction

The Department of Employment is responsible, among other things, for administering the employment service. In the main this is done through Employment Offices, including some specialist offices which find employment for people with particular skills or professional qualifications. The service aims to make the most productive use of the labour force by helping both employers and employees to obtain and fill vacant posts in the shortest possible time, and by providing a service for men and women who wish to change their job.

The Department of Employment has for a number of years been concerned with improving the service; in particular it has tried to attract more employers to register more of their vacancies, and to attract more people to the service when looking for a job - either when they are unemployed or when they are considering changing their current job. The Department also aims at reducing the overall time it takes to fill a vacancy once it is registered at an Employment Office. As part of its plans for improvement the Department has reviewed the service and is undertaking a programme of modernisation and re-organisation¹. Staff-training, the re-siting and refurbishing of premises, the introduction of various methods of self-service job selection, and the complete separation of the payment of unemployment benefit from the job allocation function are all ways in which the Department is trying to improve its image and overcome some of its historical shortcomings in an attempt to provide a more attractive and efficient service.

In planning such changes the Department thought it important that the views of those people who used, or might use their service, be taken into account. Social Survey Division was therefore asked to undertake two studies. One, which is the subject of this report, aimed to find out the attitudes of people in the labour force to the employment services; it was hoped to discover what changes might encourage them to make more use of the service, and to find out what other ways people use to find a job and why they prefer these methods. In the second study (which came earlier in time) a number of officers responsible for personnel recruitment in selected establishments were approached, and their views on the current service and their reactions to certain changes were sought. This study is the subject of a separate report².

¹ The objectives of the modernised service, the changes to be made, methods used and progress made are outlined in three booklets: *People and Jobs*, and *Into Action* by Department of Employment 1971 and 1972 and *The Employment Service: Plans and Programmes* by the Employment Service Agency 1974.

² *Employers and Employment Services* by Karen Dunnell and Elizabeth Head 1975. Available from Social Survey Division, OPCS, St Catherine's House, 10 Kingsway, London WC2 price £1.00

1.1 AIMS

This survey had four main aims, the most important of which was to describe the methods people used when looking for a job. A more detailed look was then taken at the use made of the existing service provided by the Department, and at people's attitudes towards it. A third area was concerned with their knowledge, attitudes and use of other services provided by the Department, such as the Occupational Guidance Service, and the Professional and Executive Recruitment Service, and finally the survey aimed at identifying the sorts of changes and improvements that might attract more people to using the service more often. In each of these areas the experiences and attitudes men and women of different ages, and with different skills, were examined, and the views of those currently in employment, the unemployed and those not working and not looking for a job were compared. Thus by seeing both where the existing service was falling short of people's varying needs and by identifying its strengths it was hoped that the data from the survey might show what sorts of changes would be necessary to attract greater numbers of job seekers and job changers to using a more efficient service.

1.2 THE SAMPLE

As the survey was primarily concerned with people's recent experiences in looking for and finding a job, we limited ourselves to talking to men and women who were either currently in the labour force or who had recently stopped working and might therefore have had experience of looking for a job. The sample was therefore restricted to men aged 15-57 and women aged 16-62 who had worked at some time in the three years prior to our interviewing them. It is not possible to select a sample of men and women in these age groups direct, and so it was decided to select a sample of addresses and then to identify persons eligible for interview at the selected addresses.

The first stage of sampling involved selecting a sample of local authority areas from each of the 18 proposed new Employment Services Agency areas in England, Wales and Scotland. 130 Local Authority areas were selected with probability proportional to the total population, and in such a way as the results from the survey would be representative at the area level. Where a Local Authority was split between two or more ESA areas it was included in total in the area which contained the greater part of the population of the Local Authority.

Within each of the 130 selected areas, four wards or groups of parishes were selected with probability proportional to their electorate, and then ten addresses were selected systematically from each ward or group of parishes giving a total of 5,200 addresses. Addresses identified at this stage as institutions were excluded.

A complete description of the sample and the response are given in Appendix A.

1.3 METHOD

Field work was carried out during May and June 1973 and at each address interviewers were asked to contact all households up to a maximum of three. Where there were four or more households at an address they contacted the first three listed by surname on their address list. To compensate for these additional households, they deleted subsequent addresses from their list: thus if an address contained two households the next uncalled on address was deleted, and if three or more households were at an address, two subsequent addresses were deleted.

At each household interviewers then identified all those eligible for interview, that is men aged 15-67, and women aged 15-62, who were either in the labour force or who had been employed at any time in the three years prior to the date of interview.

1.4 RESPONSE

From the total of 5,200 addresses originally selected, 166 were deleted to compensate for multi-household addresses. Of the remaining 5,034 addresses, 4,833 (96%) were contacted; 199 addresses were either empty or solely used for business purposes, and two addresses were not contacted.

These remaining 4,833 addresses yielded 5,008 households; at 111 (22%) there was no-one who was eligible for interview. At 172 households it was never established whether or not there was anyone eligible for interview, and at the remaining 3,725 households at least one person was identified as being eligible for interview.

In all there were 6,715 men and women in the relevant age-groups of whom 5,923 (88%) were interviewed; 711 people (11%) refused an interview and a further 81 (1%) were not contacted.

1.5 THE INTERVIEWS

Three separate questionnaires were developed for use on this study; one (white) for those people who were currently employed, where the main interest was how they had got their present job and what use they had made of the employment service and how they thought other methods of job-seeking compared with the service provided by the Department of Employment; a second (blue) for people who were either currently off-sick with no job to go back to or who were unemployed, which dealt mainly with what these people were doing to find another job; and a third (green) for those people who did not currently have a job, and were not actively seeking work, such as housewives and retired people, but who nevertheless had been employed at sometime during the previous three years. This green questionnaire dealt mainly with how this particular group of people had found their last job.

All three questionnaires included a common core of questions which examined people's attitudes to the existing service provided by the Department, asked for their suggestions for improving the service and looked at how more people might be attracted to using the service if it were improved in a number of ways.

There were 27 people who were interviewed on inappropriate questionnaires where it was not possible usefully to transfer the data to the correct schedule type, and a further five who only completed partial questionnaires. These 32 interviews were rejected at the primary analysis stage leaving a total of 5,891 full interviews for analysis.

Of the 5,891 men and women interviewed, 5,234 (84%) were currently part of the labour force; and of these 97.5% were currently working and 2.5% were either unemployed or off-sick with no job to return to. The proportion unemployed, while small compared with the present employment situation is similar to that shown by the Department of Employment for the period covered by fieldwork on this study (May-June 1973). The remaining 657 people interviewed were those who were not then part of the labour force, but who had worked in the three years prior to the interview.

Table 1: Employment status of men and women interviewed

Employment Status	Men		Women		Men and Women	
	Nos	%	Nos	%	Nos	%
Currently working	3,168	92	1,936	79	5,104	87
Unemployed/off-sick, no job to return to	98	3	32	1	130	2
Not working but had a job in previous 3 years	169	5	488	20	657	11
Total no. interviewed	3,435		2,456		5,891	

Table 2: Age, sex and employment status of sample interviewed.
(numbers)

Age group	Currently working		unemployed/sick		gave up in last 3 years	
	numbers		numbers		numbers	
	Men	Women	Men	Women	Men	Women
15 - 19	217	209	39	12	41	245
20 - 24	310	231				
25 - 29	377	189				
30 - 34	354	167				
35 - 39	333	210	59	19	10	160
40 - 44	335	204				
45 - 49	343	244				
50 - 54	335	233				
55 - 59	267	170	24	94	24	160
60 - 64	231	66				
65 - 67	41					
Total excl. NA's	3,143	1,923	98	31	169	487
NA age	25	13		1		1
Total all ages	3,168	1,936	98	32	169	488

The following conventions have been used throughout the report:

- a) Percentages are based on total numbers answering
- b) * denotes less than 0.5%
- c) [] denotes numbers used, percentages not given where base too small for reliable data.

2.0 Who might need to use an Employment Office ?

Two groups of people are potential customers of the Employment Offices - those who are out of work and looking for a job, and those who are working but want to make a change. The more often people lose jobs, or change jobs the more likely are they to be potential users of an Employment Office.

2.1 JOB CHANGING IN THE PAST 12 MONTHS

The overwhelming majority of the people we interviewed had only had the one job in the past 12 months, 12% had two jobs, and 3% had been in three or more jobs in the 12 month period. So overall we found that at the time of the survey, about 15% of the working population might be seeking a job change in any 12 month period.

It may be expected that younger people and women, particularly married women, are more likely to change jobs in a year than older workers or even men in general, since they may not have the same economic responsibilities. Table 3 shows the number of jobs held in the previous 12 months by married and single or widowed men and women separately.

Table 3: Numbers of jobs held by married, and single or widowed men and women in the previous 12 months.

Number of jobs held in the past 12 months:	Men			Women			Men and Women
	Married	Sgle/Wid.	All Men	Married	Sgle/Wid.	All Women	All
	%	%	%	%	%	%	%
One	90	77	87	86	75	82	85
Two	8	18	10	12	20	15	12
Three	2	3	2	1	4	2	2
Four or more	*	2	1	1	1	1	1
<hr/>							
No. on which % based	2,330	725	3,055	1,281	594	1,875	5,098

There is little difference between the proportions of single and widowed men changing jobs in the last 12 months when compared with single and widowed women, but both men and married women are less likely to change jobs in a year than are single or widowed workers. Married men appeared to have a slightly more stable position in the last year than married women.

Age does, however, seem to be an important factor, as will be seen from table 4:

Table 4: Numbers of jobs held in the previous 12 months by men and women in different age groups.

Number of jobs held in the past 12 months	Men and women aged					
	15-29	30-44	45-54	55-59	60 and over	All ages
	%	%	%	%	%	%
One	72	88	93	97	96	85
Two	21	10	6	3	4	12
Three	4	1	1	-	-	2
Four or more	2	*	*	*	-	1
<hr/>						
No. on which % based	1,531	1,600	1,155	437	337	5,098

The table shows that 27% of young people aged between 15 and 29 had been in more than one job in the previous 12 months, compared with around 6% of those 45 and over, so that when looking for some indication of the type of people most likely to be seeking a job change in any 12 months, age seems to be a possible indicator. Young people are, after all, more likely to be trying out a range of jobs before they settle down in a more stable pattern of employment, and it may be thought that these young people regard their present jobs as temporary, rather than permanent. Let us examine this. All people who had been in their present job for less than one year were asked if they regarded their present job as temporary or permanent. We found that of the 1,010 men and women who had been in their present job less than a year nearly three quarters nevertheless regarded it as permanent employment. A third of those saying it was temporary were married women, as can be seen from table 5.

Table 5: Marital status of men and women regarding their present job as temporary.

Marital status	Men		Women		Men and women	
	Nos	%	Nos	%	Nos	%
Married	52	18	100	35	152	54
Single	65	23	55	20	120	42
Widowed	4	1	6	2	10	4
<hr/>						
Totals	121	43	161	57	282 = 100%	

All in temporary jobs:
base:

Indeed, 57% of all those regarding their job as temporary were women, and 23% were single men.

To put temporary work more in perspective, it can be calculated that only 2% of married men and 8% of married women at present working regard their job as temporary, compared with 10% of single men and 12% of single women.

These people in temporary jobs included only a few informants who were "temps" in that they were on the books of agencies that specialise in finding temporary positions; 6% of all regarding their jobs as temporary, which is only 16 out of the total of 5104 workers interviewed (0.3%) were 'temps' in this sense.

2.1.1 Why did some people take temporary jobs?

It was apparent that 'temporary' had widely differing meanings to informants; for some the job itself existed for only a short time; they were helping out for a short while or it was a 'stop-gap' job between more permanent employment; these accounted for about half the temporary workers. A further 10% were students working in vacations or at weekends.

Some people, however, regarded the job as "temporary" in that they hadn't decided if the work or conditions would suit them. If it did, they would stay on. And there were others with similar doubts, the woman who would stay as long as her RAF husband was at his present posting, and another who said it wasn't permanent as she might get pregnant.

Asked how much longer they expected to remain in this "temporary" job, half the informants could not give an answer, as it would depend on how long work was available, or how long it would take to get a more suitable job, or other social and environmental factors not associated with the job itself.

Where informants were prepared to state a possible time for leaving, over half of them expected to stay for a least three months longer, 10% for two to three months, 20% for one or two months, and 15% for less than a month.

Not only is it unreasonable to assume that the number of people who were less than one year in their present job would represent a good indication of the numbers who would be job-seeking in the immediate future, it is also unwise to make a similar assumption about all those who regarded their present job as only temporary. For some, for whom the job was stop-gap, or who took the only job available which was a temporary one (3% of the total working population interviewed), it may be reasonable to assume that they, at the time of interview, intended to look for new employment in the near future. Similarly it is probably safe to assume that students going back to college and people emigrating (1%) do not expect to be looking for work when their present job ends. But for the 2% who have taken a temporary job to supplement their household income, so as to be able to buy "extras", or simply because they are bored, no reasonable assumptions can be made about their future employment pattern.

2.2 PRESENT EMPLOYMENT

We have said that a higher proportion of single people regard their present job as temporary, assuming that anyone in a job for a year or more is not in temporary employment for estimating frequent job-seeking. However, at the other end of the scale, there are 7% of both single men and single women who have been with the same employer for 20 years or more as will be seen from the description of present employment that follows.

2.2.1 Number of years in present job

Of the 5,104 people currently working at the time of interview, nearly 20% of men had been with their present employer for 20 years or more, compared with only 5% of the women interviewed; nearly 40% of men had worked with the same employer for at least 10 years. At the other extreme 16% of men and 27% of women had been with their present employer for less than a year. The age of the informant is clearly an important factor related to the length of employment - to have worked with one firm for 30 years one would have to be in the mid-40's while recent school leavers will account for some of those who had been in their job for less than a year, but marital status, which in itself is age-related also accounts for some of the variation. Men, whatever their current marital status generally are expected to work through from school to retirement, while for women, marriage and the arrival of children often bring a break in employment.

Table 6 shows that the number of years worked for the present employer displayed a varying pattern for men and for women who were either married, single or widowed.

Table 6: Number of years in present job for married, single and widowed men and women

Number of years in present job	Men				Women				Men and Women
	Married	Single	Wid	All Men	Married	Single	Wid	All Women	
	%	%	%	%	%	%	%	%	%
Less than 1 year	11	31	23	16	24	36	21	27	20
1yr less than 2 yrs	7	13	11	8	13	19	15	15	11
2yrs " 3yrs	6	11	7	7	10	9	10	10	8
3yrs " 4yrs	5	7	2	5	8	7	5	8	6
4yrs " 5yrs	5	6	7	5	6	6	10	6	6
5yrs " 6yrs	5	4	7	5	7	3	6	6	5
6yrs " 10yrs	14	9	10	13	13	6	13	11	12
10yrs " 15yrs	13	6	7	12	8	3	9	7	10
15yrs " 20yrs	8	2	4	7	4	3	5	4	6
20yrs " 29yrs	14	5	12	12	3	5	5	4	8
30yrs or more	8	2	10	7	1	2	1	1	5
more than a year, but not specified	4	2	0	3	3	2	2	3	3
No. on which % based	2,419	656	83	3,168	1,323	469	136	1,936	5,104

While the pattern for single men and for single women is similar there is a tendency for single women generally to have been with their present employer for shorter periods; one-third of the single women had been with their present employer for three years or more compared with half the single men. The differences between single people are less apparent over the longer periods of employment: about 10% of both single men and single women had stayed for at least 15 years with the same employer. A similar proportion of both married and widowed women had been in their present job for more than 15 years, while the proportions of married and widowed men who had been in their present job for more than 15 years compared with single men were considerably greater - 31% and 25% respectively.

So, as regards potential users of Employment Offices, women and single men are more likely to have need of the service than married men whose pattern of employment appears to be more stable.

A further point of consideration is that while women are generally more likely to need to use the employment service than married men, their needs in terms of full-time or part-time work are different. While nearly all men were working full-time in their present job, as were most single women, only about half of the married and the widowed women were currently working more than 30 hours a week; (Table 7).

Table 7: Number of hours worked a week in present jobs by men and by married, single and widowed women.

Number of hours worked per week	All Men	Women				All men and women
		Married	Single	Wid	All women	
	%	%	%	%	%	%
over 30 hours	97	50	89	54	60	83
over 10 hours - 30 hours	1	39	4	39	30	12
10 hours or less	1	10	6	7	8	4
hours varied	1	1	1	-	1	1
No. on which % based	3,168	1,323	469	136	1,936	5,104

3.0 Job-changing in the previous three years

From table 8 below it can be seen that 38% of those who are currently working had been job-seekers at some time in the previous three years; 30% had been looking for a change of job, and 8% were entering or re-entering the labour force.

Table 8: Job-seeking in the previous three years by men and women in different age-groups who are currently working.

Job-seeking in previous three years:	Informants aged											
	15 - 29		30 - 44		45 - 54		55 - 59		60 and over		all ages	
	Nos	%	Nos	%	Nos	%	Nos	%	Nos	%	Nos	%
Not job-seeking	544	35	1,030	64	904	78	360	83	268	80	3,142	62
Seeking employment:												
Changed jobs in previous 3 years	786	51	434	27	191	17	59	14	60	18	1,541	30
No other job in previous 3 years	204	13	135	8	59	5	13	3	9	3	421	8
No. on which % based	1,534		1,599		1,154		432		337		5,104	

It will be seen that one in two of those aged 15 to 29 currently working have had a job change in the three years prior to interview, compared with one in four of those aged 30 to 44, and only one in six of those 45 and over.

If these men and women who entered or re-entered the labour force are included we now find that nearly two out of every three young people aged 15 to 29 have been job-seekers in the last three years, as have one in three of those aged 30 to 44, and about one in five of those aged 45 and over.

We have already seen (table 3) that the differences in the proportions of men and the proportions of women who have had more than one job in the previous year are small, and that the differences between age-groups are much greater (table 4). If we now look at job-seekers over the three year period we find that the differences between different age-groups and between men and women are both much greater, see table 9 below.

Table 9: Proportions of men and women in different age-groups who have been job-seekers in the previous three years.

Job-seeking in previous 3 years:	All currently working aged:									
	15-29		30-44		45-54		55 and over		All ages	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
	%	%	%	%	%	%	%	%	%	%
Job-seeking	57	75	26	53	16	30	17	25	31	51
Not job-seeking	43	25	74	47	84	70	83	75	69	49
<i>All currently working:</i>										
Base	904	629	1,022	581	678	477	539	236	3,143	1,923

As much as 75% of women aged 15 to 29 were job-seeking compared with 57% of young men, and in every age-group there was a greater proportion of women job-seekers over the three year period than men. In the middle age-groups, part of this difference will be due to more women re-entering the labour force after a domestic break.¹

In a later chapter we consider why men and women left their jobs and how they set about finding new work (their current job), but before leaving the job-seekers it must be remembered that the number of job changers, is not in itself necessarily an indication of the frequency or number of job-changes, some people may have changed their job only once in their working life, but by chance this occurred during the period in which we were interested. Some information about how long people who changed jobs in the previous three years had been with their previous employer was collected and is shown in table 10 below.

3.1 HOW LONG HAD INFORMANTS BEEN WITH THEIR PREVIOUS EMPLOYER?

It should be remembered that all 1,541 men and women we are considering here had been with their present employer for only a comparatively short time; they must have changed jobs in the previous three years in order to have been asked this particular series of questions. What we do not know is how much longer they will stay in their present job.

Table 10 shows however that people who have been in their present job for less than a year also tended to have stayed with their previous employer for only a short time; nearly half (48%) had stayed in their last job for a similar period, compared with just over a third (35%) of those whose present employment was for between one and three years. Further analysis showed that it was the men and women who regarded their present job as temporary who were most likely to have been with their previous employer for only a short time.

¹We found that of the women who re-entered the labour force after a break at home as housewives, 70% were looking for part-time employment (table 1 Appendix B)

Table 10: Number of years in previous job for all who had been with their present employer for between one year and less than three years and for those who had been with their present employer for less than a year in a job which they regarded as temporary.

Number of years in previous job	Number of years in present job:				
	Less than 1 year			1 year - less than 3 years	All changing jobs in last 3 yrs
	Regards present job as				
	temporary	permanent	all		
	%	%	%	%	%
Less than 1 year	56	45	48	35	42
1yr - less than 2 yrs	17	18	18	18	18
2yrs - less than 3yrs	9	10	10	14	12
3yrs - less than 4yrs	3	5	5	3	4
4yrs - less than 5yrs	3	4	4	4	4
5yrs or more	11	14	14	22	17
1yr or more - not specified	-	2	2	3	2
No. on which % based	220	621	841	687	1,528

Women were also found to have been with their previous employer for shorter periods than men - 48% of women staying for less than a year compared with 37% of men (see table 2 Appendix B). However it can be seen that 17% of all those who changed jobs in the previous three years had been with their last employer for at least five years and the Appendix table shows that for married men the proportion was 27%.

4.0 Why did people leave their last job ?

4.1 THOSE WHO HAD TO LEAVE THEIR JOB

In any employment situation some people will leave their job voluntarily while others will have no choice but to leave; some may be made redundant, their job may finish or their contract end, or they may of course be sacked. Of the people we interviewed who had changed their job in the previous three years, one in four had been obliged to leave their last job for one of these reasons; redundancy was the most frequent, accounting for 12% of the main reasons given, while only 4% of men and women said they had left because they had been sacked. Apart from an employer asking an employee to leave there may be other reasons why it is impossible to stay on in a job; women leave to have babies - 1% of our informants (3% of the women) left for this reason, ill-health may mean stopping work either temporarily or permanently - 4% said they had been advised by their doctor to give up their job; or a change in family commitments, looking after ill or elderly relatives, moving house, or moving with a husband's job, may all force people to give up their job, - 5% of informants left their last job because of changes like these in their personal commitments.

4.2 VOLUNTARY LEAVING

However the majority of people leave their jobs voluntarily. Disliking the work, or simply being bored and wanting a change, or wanting more money were the two most frequent reasons why informants, in this enquiry said they had chosen to leave their last job; nearly a third gave one or other as a main reason for leaving.

One in ten people were ambitious and changed jobs for the sake of their career, or better promotion prospects but less than 5% of people had left their last job mainly because there were difficulties in getting to work, either with transport or costs; 6% because the hours were inconvenient or too long, 5% because they did not get on with other staff or the management. Asked if they could have stayed on in their last job had they wanted to do so, 75% of all leavers said they thought they could.

Table 11: Main reasons why men and married and single or widowed women had left their previous job.

Main reason for leaving previous job	All	Men All	Women		
			Married	Single/ Widowed	All
	%	%	%	%	%
Made redundant, firm bankrupt	12	15	10	6	8
Temporary job, seasonal, relief job which ended	9	8	7	15	10
Got the sack	4	5	1	2	2
Ill-health	4	3	4	4	4
To have a baby	1	-	5	*	3
Changed family commitments incl. moved house	5	2	13	4	9
Disliked work, fed up, bored	16	14	17	22	19
Not enough money	15	18	9	16	12
Sake of career, poor prospects	10	13	6	8	7
Inconvenient hours, hours too long	6	3	13	4	9
Disliked staff, management	5	5	6	6	6
Distance, transport difficulties	4	3	5	3	4
Other answers	9	10	5	9	7
<i>All who changed jobs in the previous 3 years:</i>					
<i>base</i>	1,518	852	397	269	666

In looking at the variety of reasons why people left their last job, it is obvious that certain groups of people will be more likely to leave for some reasons than other groups - only women can leave to have children, and table 11 analyses the reasons by sex and marital status of women. The differences between men and women were many and illustrate the generally different attitudes of these two groups towards employment; men were more likely to move on for better prospects and more money, although they were also more likely to get the sack or be made redundant. The changing demands of the home and family were reflected in the reasons women gave as to why they had left their last job; a much higher proportion of married women (13%) gave inconvenient or long hours as a reason for leaving than did men (3%) or single women (4%), and domestic circumstances was also given as the main reason for leaving by 13% of married women and only 2% of men and 4% of single or widowed women.

The biggest single reason for unmarried women or widows giving up their last job was that they had become bored or disliked the work, (22%); 17% of married women and 14% of men gave this reason.

It may be of some interest to note (Appendix B table 3) that nearly three quarters of single women say they were doing different work now they had changed their job, as indeed did 70% of single men, 62% of married women and 58% of married men.

Age is also a factor related to reasons for giving up jobs, as will be seen from table 12 below.

Table 12: Main reasons why men and women in different age groups had left their previous job.

Main reason for leaving previous job	Men and women aged				
	15-29 (young)	30-44 (early middle aged)	45-54 (middle aged)	55 and over (older)	All ages
	%	%	%	%	%
Made redundant, firm bankrupt	7	14	19	30	12
Temp job, seasonal, relief job	13	5	5	5	9
Got the sack	5	3	2	3	4
Ill health	2	4	6	8	4
To have a baby	2	1	0	0	1
Changed family commitments incl. moved house	5	6	5	4	5
Disliked work, fed up, bored	19	13	15	9	16
Not enough money	17	16	11	6	15
Sake of career, poor prospects	11	10	9	5	10
Inconvenient hours, hours too long	4	7	10	3	6
Disliked staff, management	5	6	4	4	5
Distance, transport difficulties	3	4	6	6	4
Other answers	8	10	8	16	9
<i>All who changed jobs in the previous 3 years: Base</i>	<i>783</i>	<i>430</i>	<i>191</i>	<i>119</i>	<i>1,523</i>

Some of the reasons for leaving were given more frequently by younger people than by older informants; nearly one in five of those under 30 had left because they disliked the work or were bored, and one in six had left for more money, but these proportions decreased as age increased with only one in 17 of those aged 55 or over changing jobs for more money and one in ten changing because they did not like the work. Similarly the young people and those in early middle age (30-44) were still concerned about their prospects - one in 10 of each of these groups left for the sake of their career, but for only one in 20 of those 55 and over was this a reason for leaving. Young people, as noted earlier, were more likely than older men and women to take temporary jobs, and hence they were more likely to have left because the temporary work had finished, but it was the older people, in particular the men, who suffered redundancy - nearly a third of those aged 55 or over had left their previous job because they had been made redundant. To summarise,

we found that of the men and women who had changed their jobs in the previous three years, three-quarters had left their previous job voluntarily - they could have stayed on had they wanted to. Nearly a third of all those who had chosen to leave had done so either because they disliked or were bored with the work, or because they wanted a better paid job. There were three main reasons given by the 25% of people who had no option but to leave their job; redundancy, which was the most frequent and which affected older men in particular; the job or contract finishing which, in contrast, affected the young people who had taken the temporary or short-term jobs in the first place; and finally, getting the sack which only a small proportion (4%) of informants reported as a reason why they had lost their last job. If, therefore, people who change jobs are potential customers of the employment service, then only a very small proportion of them are bringing a recent "official" bad employment record; ie they were sacked. The majority say they are in search of better or more interesting work, or claim to have had to leave their previous employment through no fault of their own.

It might be expected that people who left their job voluntarily would try to find alternative employment before giving notice: whether they had a job to go to before leaving their previous employer or whether they had to start looking for a new job after leaving is dealt with in the next chapter.

5.0 Employment position on leaving previous job

Table 13 below shows that while 58% of all informants who had changed jobs had a new job to go to before leaving their previous employer, this proportion was significantly smaller (29%) amongst those who could not have stayed on in their last job had they wanted to do so.

Table 13: Proportions of men and women who could have stayed on in their previous job if they had wanted and who had a new job to go to before leaving.

Before leaving previous job informant:	In previous job, informants who						All who changed jobs
	could have stayed on			could not have stayed on			
	Men	Women	Men and women	Men	Women	Men and women	
	%	%	%	%	%	%	%
Had a new job to go to:	75	59	68	28	31	29	58
No new job to go to:	25	41	32	72	69	71	42
<i>All who changed jobs in previous 3 yrs base:</i>	595	542	1,142	259	128	387	1,541

In addition to this major difference between those who left voluntarily and those who had no choice, the table also highlights the different employment position of men who left their previous job voluntarily and of women. Once again there is evidence that women were generally less concerned than men with continuity of employment. The original data show that among married women only just over half (52%) of those who left their last job voluntarily had a new job to go to before leaving, while the single and widowed women resembled the pattern of behaviour for men more closely: the corresponding proportion for single and widowed women was 68%.

The section that now follows looks in detail at what all those informants who changed their jobs in the past three years did to find their current job, including their use of the employment service, or if appropriate their reasons why they had not used the service. However, the group is not discussed as a whole, but is examined in two parts; first those who had a new job to go to before leaving their previous employer are discussed, paying particular attention to their knowledge and, or, use of the Department's service in its function of helping job-changers. We then go on to look at those who did not have a new job to go to on leaving their previous job, and discuss how the Department helped them in their unemployed situation.

Both groups are then brought together for a discussion of all the methods they used when job-seeking with their relative advantages, and the success achieved by the various methods in finding new employment for these people. Before discussing the use these two groups made of the employment service when they were looking for their present job two tables are given below.

Table 14 shows the age structure of the two groups, and table 15 their composition in terms of sex and marital status. The two tables are shown here since it is important to bear in mind the similarities in the age structure, and differences in the marital status and sex composition of the two groups when comparing their job-seeking behaviour.

Table 14: Summary table showing sex and age composition of the two groups that had changed their jobs in the previous three years: those who had a new job to go to before leaving their previous employer, and those who had no new job to go to.

Age-group and sex:	Changed jobs in previous 3 years and before leaving previous employer:		All changing their job in previous 3 years
	had a new job to go to	had no new job to go to	
	%	%	%
15-29: men	31	25	28
women	22	24	23
30-44: men	18	14	16
women	11	15	12
45-54: men	7	6	6
women	6	5	6
55-59: men	2	3	2
women	1	2	2
60 and over:			
men & women	3	5	4
<i>Men & women of all ages: base</i>	<i>876</i>	<i>634</i>	<i>1,510</i>

Table 15: Summary table showing sex and marital status of those who had changed jobs in the previous 3 years, and who had a new job to go to before leaving their previous employer.

Sex and marital status:	Changed jobs in previous 3 years & before leaving previous employer:		All changing their job in the previous 3 years
	had a new job to go to	had no new job to go to	
	%	%	%
Men: Married	41	28	36
Single/Widowed	18	24	20
all Men	59	52	56
Women: Married	22	32	26
Single/Widowed	19	16	18
all Women	41	48	44
<i>All men and women: base</i>	<i>881</i>	<i>643</i>	<i>1,524</i>

6.0 Using the employment service when changing jobs

In addition to providing a service to help people find employment when they are out of work, the Department of Employment also offers help and advice to men and women who are thinking of changing their job while they are still in employment. This particular aspect of the Department's service is not used as extensively as that for the unemployed, and we were interested in finding out whether this was because people were not aware that such advice was available, or because they were reluctant for some reason to make use of it. The findings might give some indication of what steps might be taken to encourage fuller use of this aspect of the service. Questions on use of job-changing facilities were directed at those who had a job to go to before leaving their previous employer.

6.1 THOSE WHO HAD A NEW JOB TO GO TO BEFORE LEAVING THEIR PREVIOUS EMPLOYMENT

There were 892 men and women who had a new job to go to before leaving their previous employer, who might have gone along to an Employment Office for advice about changing their job while they were still employed, but just under a third reported that they had not known about this service.

A higher proportion of men (72%) claim to have been aware of the facility compared with women (61%).

Of those not knowing, 34% of men and 41% of women say they would have availed themselves of this facility had they known about it. (Table 16).

Table 16: Proportions of men and women in different age-groups who would have gone to an Employment Office for help when changing their job, had they known it was possible.

If informant had known about the service:	Men	Women	Men and women		All
			15-44	45 and over	
	%	%	%	%	%
Would have used it:	34	41	36	50	38
Would not have used it:	66	59	64	50	62
No. on which % is based	146	140	219	54	273

Base: all who had a new job to go to before leaving their previous employer, and who did not know that the employment service would help people change their job while they were still employed.

The numbers involved were too small to enable analysis by age-groups for men and women separately. For all people who were not aware of the service, it would appear that older workers would be more likely to use it if they had known it was possible.

6.1.1 Those who know that employment service caters for job-changers

Of the 601 men and women who were aware that the service might be able to help them in a job-changing capacity, it was those who were in professional occupations or who were employers or managers who were most likely to know of this facility; as far as employers are concerned possibly this was because they were in contact with the Department of Employment as part of their own job. However of all 601 men and women who knew about this specific aspect of the Department's service only 95 (16%) actually went along to an Office when they were looking for another job (Table 17).

Table 17: Proportions of men and women who went to an Employment Office for help when changing their job.

When changing jobs informants:	Men			Women			Men and women		
	Married	Sgle/wid	All men	Married	Sgle/wid	All women	Married	Sgle/wid	All
	%	%	%	%	%	%	%	%	%
Went to an Employment Office	17	25	20	3	15	8	13	20	15
Did not go to an Employment Office	83	75	80	97	85	92	87	80	85
No. on which % based:	269	110	379	123	95	218	392	205	597

Base: all who had a new job to go to before leaving their last employer and who knew that the employment service would help people change their job while they were still employed.

Whereas previously we had found that older men and women were more likely to say that they would have taken advantage of the service had they known about it than younger people, among those who already knew about the service offered there was a marked difference in the behaviour of men and women who actually used it. The service was used by a greater proportion of men and single or widowed women than by married women. Since neither men nor women would have been eligible for benefit while they were still employed, differences in the proportions of men and women going along to an Employment Office to claim benefit would not account for the differences found here. Although the majority of people, despite knowing about the service provided, had not actually been along to an Employment Office for advice, this was not necessarily because they were unfavourably disposed towards it; nearly one in three of the 506 men and women who had not used the service said that they had not done so because they had already found a job or been offered a new job before deciding to leave their last employer and they therefore had had no need to use the service on this occasion. In addition, about one in ten said that they felt the service would not deal with their particular

type of work; they were generally doctors, nurses or teachers, and a further one in twenty were leaving their employer in order to become self-employed. However for one in eight a previous unsatisfactory experience of an Employment Office stopped them from using the service on this occasion. These 63 people were in different age-groups and socio-economic groups, and this previous unsatisfactory experience was asserted by both men and by women. Table 4 Appendix B shows a full analysis of all the reasons given by both men and women for not using the Employment Office on this occasion.

6.2

SUMMARY

Of the people who had found a new job to go to before leaving their previous employer about a third were not aware that the Department could help them change their job while they were still employed. Had they known about this facility, a third said that they would have gone along to an Office for help. This figure may be somewhat optimistic since among those who did know about this service only 15% had actually made use of it on this occasion - although the majority of these did go as far as registering at an Office. Increasing people's knowledge of this aspect of the Department's service alone would therefore attract only a comparatively small proportion to making use of the facility. Among those who had known about the service but who had not used it there was only a small proportion (12%) who had decided against using the service on this occasion because of a previous unsatisfactory experience. For the majority of this group using the Department's service in this particular way was not seen by them as necessary since they had jobs offered to them rather than having to find them for themselves.

Table 18: Summary of numbers of men and women who knew about and used the Department's service when they were still employed but thinking about changing their job.

Informant	Men		Women		Men and women	
	Nos	%	Nos	%	Nos	%
<u>Knew about service and:</u>						
used it	74	14	18	5	92	10
did not use it	305	58	200	56	505	57
<u>Did not know about service, but had they known:</u>						
would have used it	50	10	57	16	107	12
would not have used it	96	18	83	23	179	20
<u>No. on which % based</u>	525		358		883	

Base: all who had a new job to go to before leaving their previous employer.

6.3 THOSE WHO HAD NO JOB TO GO TO BEFORE LEAVING THEIR PREVIOUS EMPLOYMENT

There were 649 men and women who had not found a new job before leaving their previous employer, but of these, 61 people had no intention of continuing in the labour force at the time they left their last job. Eleven of these 61 were men, who were mainly retiring, but most were married women. Most of these 61 people returned to the labour force when work was offered to them, although five of the 11 men, who thought they were retiring, subsequently registered at an Employment Office; these may have been early-retirers who needed their insurance cards stamped.

Table 19: Proportions of married, single and widowed men and women who started looking for a new job while they were still employed or after they had left their previous employer: all who did not leave labour force temporarily.

Started looking for a new job	Men			Women			Men and women all
	Married	Sgle/ wid	All men	Married	Sgle/ wid	All women	
	%	%	%	%	%	%	%
While still employed	24	20	22	11	23	16	19
On leaving/ within one w/k of leaving last job	61	52	57	28	34	30	45
After a break of longer than a week	15	28	21	61	43	54	36
No. on which % based:	172	153	325	165	95	260	585

As table 19 shows of all who left their job, but not the labour force, 22% of men and 16% of women started looking for a new job before they left their previous employer, but without success; 57% of men and 30% of women started looking for a new job within a week of leaving, while 21% of men and 54% of women had a break of longer than a week before looking for a new job. In 20% of cases the break was only for one or two weeks, and in another 14% for three or four weeks, so that over a third of those having a break had started looking for a job within a month of leaving their previous employer. On the other hand, a higher proportion, almost half, did not start looking for work for at least three months, these were mostly married women. The point at which men and women started looking for a new job generally differed; nearly 80% of the men either started looking while still employed or as soon as they left their employer, while over half the women took a break of longer than a week before starting to look for new work. Similar proportions of single and widowed women and married and single men started looking for alternative employment before leaving, but single women were more likely to have a break of at least one week before looking for work (43%) than either single men (28%) or married men (15%). Married women were most likely to delay looking for a new job (61%). As we have suggested earlier, continuous employment without periods of unemployment is probably more important to people who bear the major financial responsibility in their household - generally men and single or widowed women; this delay in looking for a job by married women supports this suggestion.

6.3.1 Registering at an Employment Office

All 649 men and women who had no new job to go to on leaving their previous employer were asked whether, when looking for a new job, they had registered at an Employment Office; half had registered with the Department, including 47 young people who had registered at a Youth Employment Office, and 19 men and one woman who had registered with the Professional and Executive Recruitment Service.

Since none of the 50 women and only five of the 11 men who temporarily left the labour force, registered at an Employment Office, their inclusion slightly distorts this picture. If these 61 men and women are excluded then the proportion who registered is 54% - see table 5 Appendix B.

6.3.2 Marital status of men and women who registered.

We have already seen that married women behave rather differently to both single or widowed women and men as regards job-seeking.

The table below shows the proportions of men and women in different marital status groups who registered at an Employment Office when they were looking for a new job, and it can be seen that it was the married women who once again behaved in a somewhat different manner to the remainder of the group; only about one in six married women registered, compared with nearly half of the single and widowed women, and as many as three quarters of the men.

Table 20: Proportions of men and women in different marital status groups who registered at an Employment Office when they were looking for a new job - all who had no job to go to on leaving their previous employer.

When looking for a new job informants:	Men			Women			Men and Women		
	Married	Sgle/ wid	All men	Married	Sgle/ wid	All women	Married	Sgle/ wid	All
Registered	73	73	73	16	49	26	43	64	50
Did not register	27	27	27	84	51	74	57	36	50
No. on which % based:	179	153	337	205	94	308	384	247	645

Since this particular group of men and women had no job to go to on leaving their previous employer, it was interesting to look at their reasons for not registering and to compare the reasons given by men and by women.

Table 21: Reasons for not registering given by men and women who had no job to go to when they left their previous employer.

Reasons for not registering	Men	Women	Men and Women
	%	%	%
New job lined up - no need	26	12	16
Not actively looking for work - incl unfit for work	8	24	19
Type of work required not handled by EO - doctors, teachers, nurses	3	3	3
Wanted part-time/evening work, not available at EO	1	11	8
Felt EO would not have suitable jobs	10	7	8
Preferred to find own job	25	10	14
Did not think of registering	17	21	19
Don't know	3	3	3
Other answers	12	8	9
<i>No. on which % based:</i>	<i>93</i>	<i>229</i>	<i>322</i>

Base: All with no job to go to when they left their previous employer who did not register at an Employment Office when they were looking for a new job.

Of the men and women who had not registered, 16% had not done so because they had already heard of a new job or had a new job lined up ready to start at some future date. A further 19% said that they had not registered because they had not been actively looking for a job, in some cases because they were unfit for work; but it should be remembered that many people had only returned to the labour force on being offered work. A similar proportion while presumably knowing about the service said they had simply not thought about registering, and a further 3% had no real reason. There was a small proportion of men and women who felt that the type of work they were looking for would not be handled by the service - 8% were looking for part-time or evening work, and a further 4% for specialised posts such as in teaching, or in medicine as doctors or nurses.

Of the remaining informants 8% simply felt that the service would be unable to offer them any suitable jobs and 14% said they preferred to find their own job unaided as they felt it made a better impression on prospective employers. Ten per cent gave other reasons, including a few men and women who said they had not registered because they thought they would not be eligible for benefit money - they were not paying a full stamp or had too few stamps; there were some young people who said they were not old enough to register - in some cases they were still at school, working in holidays or weekends; a few said that their nearest Employment Office was too far away and some people thought that generally the service was of little or no help to anyone including themselves.

There were considerable differences in the answers given by men and by women; women were more likely not to have registered because they wanted part-time or evening work, or simply because they were not actively looking for work at that time, whereas men were more likely not to have registered because they already had a job lined up or because they preferred to look for their own job unaided.

We will be looking in some detail at people's attitudes towards the employment services in a later chapter.

7.0 The job-seekers

We have already seen that there were 61 people who had left their last employer and had then left the labour force for a short time before starting work again in their present job. In addition there were 391 men and women who entered the labour force on taking their present job, or re-entered after a longer break; these people we referred to earlier as 'job-seekers', rather than 'job-changers'.

Table 22: Marital status and sex of those who entered or re-entered the labour force, on taking their present job.

Marital status	Men	Women	Men and Women
Married	6%	52%	59%
Single	18%	18%	36%
Widowed	*	5%	5%
Total	97 = 25%	294 = 75%	Base: 391 = 100%

As table 22 shows three out of every four of the job-seekers were women and over half were married women. The original data also showed that of the 97 men, 63% had been students immediately before starting their present job, and 29% had been unemployed; and that of the 294 women job-seekers, 70% previously were housewives and 20% students. Only 4% of women had been out of the labour force because they were unemployed prior to starting their present job. With such a high proportion of married women among these job-seekers it was therefore not surprising to find that overall only 22% had registered at an Employment Office. The table below shows the proportions of men and married and single or widowed women who registered.

Table 23: Proportions of men and married, single and widowed women who registered at an Employment Office: all job-seekers.

When looking for present job informants:	All Men	Women			Men and Women
		Married	Single/ Widowed	All Women	
	%	%	%	%	%
Registered at an Employment Office	45	9	26	14	22
Did not register	55	91	74	86	78
All job-seekers: base	97	204	90	294	391

Just under half of the men job-seekers registered for work, but one in four of the single and widowed women and less than one in ten of the married women registered at an Employment Office when they were looking for work.

7.1 REASONS FOR NOT REGISTERING

As table 24 below shows nearly two-thirds of the men and a fifth of the women who did not register had no need to do so because they had found employment by other means - some had got their present job through their school or college, and some women had heard about a job by word of mouth. (In a later chapter we look more closely at how these people and the job-changers actually got their present job).

Table 24: Reasons why men and women job-seekers did not register at an Employment Office when they were looking for their present job.

Reasons for not registering	Men	Women	Men and Women
	%	%	%
Not actively seeking work incl unfit for work	11	44	38
No need, job lined up	49	12	19
Found job through school/college	13	4	6
Heard of job by word of mouth	-	2	2
Type of work required not handled by EO - doctors, teachers, nurses	2	5	4
Wanted part-time, evening work - not available at EO	2	9	7
Felt EO would not have suitable jobs	-	2	2
Preferred to find own job	2	2	2
Did not think of registering	6	13	12
Don't know	-	1	1
Other answers	13	5	6
<i>No. on which % based</i>	<i>53</i>	<i>253</i>	<i>306</i>

Eleven per cent of men and 44% of women also had no need to register because they were not actively looking for a return to work. Particular job requirements, either for a post in a specialised field, such as medicine, law, or teaching or for particular hours - part-time or evening work - which the Employment Office would not normally deal with, were given as reasons for not registering by 11% of job-seekers; 12% had simply not thought of registering.

Included in the 'other answers', which accounted for 6% of the reasons given, were a number of young people who said they had not registered because they were still at school, although we earlier found that 35 young people had registered at a Youth Employment Office.

We have now looked at both job-seekers and job-changers and found that a substantial proportion of both groups did not register at an Employment Office when they were looking for their present job; if they did not use the employment services, how did they go about finding a job? The following chapter looks at the various methods people tried when looking for work and considers the advantages these methods were said to have over using the Department's service.

8.0 Alternative methods of looking for a job

Of all the people we interviewed who were currently working and who had looked for a job at any time in the three years prior to interview, we found that nearly three quarters had not registered at an Employment Office either for help when changing their job, or for help in finding a new job. How then did these people go about finding their current job? The table below shows the methods used by men and by women.

Table 25: Methods of job-seeking used by men and women who did not register at an Employment Office when looking for their present job.

Methods used:	Men	Women	Men and Women
	%	%	%
Studied advertisements in:			
National morning newspapers	6	1	3
Local weekly newspapers	12	19	16
Other newspapers	14	16	15
Trade/professional/specialist journals	5	3	4
Used private agency	2	10	7
Direct application	23	20	21
Asking/being told by friends/ relatives/acquaintances	28	22	24
Adverts in shop windows	1	3	2
Non-commercial agencies, school/ college/Trade Union	1	1	1
Nothing	2	7	5
Arranged to start own business with friends/relatives	6	2	4
Offered the job (no third party involved)	10	10	10
Other answers	1	1	1
<i>All who looked for work in the previous 3 years and who did not register at an E Office: base</i>	<i>594</i>	<i>824</i>	<i>1,418</i>

Three methods seem to be almost equally popular; looking for jobs in newspapers of various kinds, asking, or being told, about jobs by friends and relatives, and making an application to a prospective employer direct, each of these methods being tried by at least one in five people, and being almost equally widely used by men as by women. Of the different types of newspapers used national morning papers were the least popular, and were used by only a small proportion of people (3%), but more often by men than by women; local weekly papers - this time more likely to be used by women than by men, and other papers such as local and national evening papers, and Sunday newspapers both were used by about one in six of those looking for work. A number of people took no active steps

themselves towards finding a job; one in ten of both men and women said that they had been offered employment, and one in twenty simply said they did nothing. Private commercial agencies were only used by 7% of people overall, although more women used them than men - 10% compared with 2%, and the use of the trade, professional and specialist journals, as one would expect, was limited; only 4% of people used them.

If those people who were offered a job before leaving their previous employer, and the 4% of people who became self-employed and hence were not seeking work, are excluded, then we find that the remaining 1,271 men and women tried 1,486 ways to find a job.

Further analysis of the original data showed that after standardising for differences in the distributions of men and women, there were few marked differences between the methods used by the two groups of job-changers (those who had a job to go to on leaving their previous employer, and those who had no job to go to) and by job-seekers compared with job changers. Table 6 Appendix B shows a full analysis for men and for women job-seekers and job-changers. Among men job-changers over a third (36%) of those with no job to go to on leaving their present employer tried to get a job by approaching prospective employers direct, while only about a fifth (19%) of those who had found a job to go to before leaving had made such an approach. A greater proportion of men with a new job to go to had also been offered a job, compared with those who had no job to go to on leaving - 12% compared with 3%. Among the women, 15% of the job-seekers said they did nothing to find their job, but only 3% of the job-changers reported doing nothing; and while only 3% of women job-seekers, and 10% of women who had a job to go to before leaving their previous employer had used private agencies to try to find work, 18% of those with no new job to go to had tried this method. Like the men, women who had a job to go to before leaving their last employer were more likely than those with no job to go to to have been offered work - 13% compared with 6%. Finally among both men and women those who had changed jobs but had no new job to go to on leaving their previous employer were more likely to have tried more than one method of finding a job, compared with those who already had a job to go to.

8.1 OTHER METHODS USED TO TRY TO FIND A JOB BY THOSE WHO REGISTERED AT AN EMPLOYMENT OFFICE

It might be expected that people who had not registered at an Employment Office when they were changing jobs or looking for work, would try a greater number of methods in order to get work than people who registered. In fact the data showed the contrary; while the 1,271 men and women who did not register tried 1,486 ways to get a job, the 504 men and women who registered tried 1,207 ways (including using the employment service). Table 26 below shows the additional methods of job-seeking used by men and women who registered when looking for work.

Table 26: Additional methods of job-seeking used by men and women who registered at an Employment Office when looking for their present job.

Method used:	Men	Women	Men and Women
	%	%	%
No other method used	14	22	16
Studied advertisements in:			
National morning papers	10	1	8
Local weekly newspapers	26	30	27
Other newspapers	38	30	36
Trade/professional/specialist journals	5	3	4
Used a private agency	5	14	8
Direct application	41	23	36
Asking/being told by friends/ relatives/acquaintances	18	11	16
Adverts in shop windows	1	4	2
Non-commercial agencies, school/ college/Trade Unions	2	2	2
Arranged to start own business with friends/relatives	1	-	*
Offered the job (no third party involved)	*	1	*
Other answers	2	-	1
<i>All who registered: base</i>	<i>361</i>	<i>139</i>	<i>503</i>

As the table shows, 16% of people relied solely on the Employment Office to find them a job; married men were the least likely to rely on the service completely - 89% tried some additional method, compared with 83% of single or widowed men, 79% of single or widowed women, and 75% of married women. (Table 7 Appendix B).

Of the additional methods tried, advertisements in newspapers of various kinds, and a direct application to a prospective employer were the most popular, each being tried by at least one in three of those who registered. Sunday newspapers and local or national evening papers were the most frequently referred to, while the national morning papers were used by the smallest proportion, although they were more popular with men than with women. Similarly making a direct application to an employer was tried by a greater proportion of men (41%) than women (23%). Women however were more likely to try a private commercial agency as well as using the Department's service, but overall this method was tried by less than ten per cent of all who registered. We have seen that newspaper advertisements and a direct application to a prospective employer were the two most frequently tried methods of looking for a job both by those who registered and by those who had not registered. The table below gives a direct comparison of the methods used by the two groups. Among the registered those who did nothing else to try to find a job have been excluded, and similarly among those who had not registered those who reported doing nothing to find a job have also been excluded, people who were offered a job or became self-employed have been excluded from both groups.

Table 27: Comparison of methods used to try to find a job by those who registered at an Employment Office and by those who did not register.

Methods used:	Informants who:	
	Registered	Did not Register
	%	%
Studied advertisements in:		
National morning newspapers	9	4
Local weekly newspapers	32	20
Other newspapers - Sunday/evening papers	43	19
Trade/professional/specialist journals	5	5
Used a private agency	9	8
Direct application	43	26
Asking/being told by friends/relatives/acquaintances	19	30
Adverts in shop windows	2	3
Non-commercial agencies, school/college/Trade Union	3	2
Other methods	1	2
<i>No. on which % based ¹:</i>	420	1,150

¹excludes all who were either offered a job, became self-employed, or did nothing (apart from registering) to find a job.

As the table shows those who registered at an Employment Office made greater use of newspapers: over twice as many people who registered additionally had looked at Sunday newspapers or at local or national evening papers compared with those who had not registered. Similarly, making a direct approach to an employer, while frequently tried by both groups, was a method used by a much greater proportion of those who registered (43%) compared to those who had not (26%). Men and women who had not registered were however more likely to try the informal method of asking friends and relatives about possible jobs; 30% of those who had not registered tried this method, compared with 19% of those who registered.

8.2 SUMMARY

In this chapter we have looked at methods informants used when trying to find their current job. We found that only 16% of those who registered had relied solely on the service to find them a job; this represents 4% of all in our sample who had looked for a job at any time in the previous three years. Among those who tried methods in addition to registering, looking at advertisements in newspapers, particularly Sunday and evening papers, and making a direct application to an employer were the most frequently used. These were also the methods most often used by men and women who had not registered, but a considerable proportion (24%) of this group had also tried the more informal method of asking friends or relatives. Somewhat surprisingly we found that people who had registered tried a greater number of methods to find a job than those who had not registered. In our attempt to find out

why people had tried all the various ways to find a new job, either instead of, or in addition to registering, we asked them what advantages they felt each method they used had compared to using an Employment Office. The next chapter looks at their answers to this question.

9.0 Advantages of using various other methods to find a job compared with using the employment service

We have already seen that studying newspaper advertisements and making a direct application to a prospective employer were methods of looking for a job frequently used by both those who had not registered at an Employment Office when they were looking for their current job, and by those who tried other methods in addition to registering. We have also noted that some methods of looking for a job were more popular with women than with men. What advantages did these and other methods used less frequently have compared with the employment services? Table 28 below gives full details of all the advantages given by men and women of each method they used compared with using the employment service.

Being offered a job has obvious advantages over every other method of job-seeking and has therefore been excluded from the table, and the small group of various methods which were only used very infrequently, such as looking in shop windows, on notice boards and applying through non-commercial agencies has also been excluded. The numbers of women using the national morning newspapers and trade or specialist journals to look for a job were small, and although they are shown in the table, for these two methods we shall confine ourselves to discussing the advantages mentioned by men: similarly the numbers of men using private agencies are small, and in this instance we shall only discuss the advantages as given by women.

(a) National morning newspapers (men only)

The main advantage to men of using the national papers to look for a job was said to be that they had both more and better jobs advertised; this was mentioned by just over a third of the men. Nearly one in four thought the newspapers were more likely to have jobs suitable for their requirements, but one in five of the men said there were no particular advantages, or they did not know of any.

(b) Local weekly papers

Again one in four of both men and women could give no advantages of using local papers compared with using the Department's service. However, 40% of the men and 22% of the women thought these papers had more or better jobs advertised and both men and women felt they were more readily available than going to an Employment Office (the proportions being 22% of men and 30% of women).

(c) Other newspapers (local and national evening papers and Sunday newspapers)

Their easier availability - mentioned by nearly half of the men, and one third of the women, and their carrying advertisements for a better selection, and better quality jobs mentioned by 42% of men and 24% of women - were the most frequently mentioned advantages, but there was nevertheless a substantial proportion of men and women (25% and 30%) who said these other types of paper had no advantages or they knew of none.

Table 28: Advantages of the various methods used by men and women to find their present job compared with using the employment service (all who have looked for a job in the previous three years)

Advantages of methods compared with using the employment service:	Methods used to find present job											
	National morning papers		Local weekly papers		Other news-papers		Trade and specialist journals		Private agencies		Direct application	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
	%	Nos	%	%	%	%	%	%	%	%	%	%
More/better jobs available	38	[1]	40	22	42	24	29	24	23	19	16	9
More easily available	16	[4]	22	30	48	34	16	3	3	8	3	9
Avoids delay at E. Office	9	[1]	8	6	9	5	10	7	9	8	24	16
More suitable for job requirements	23	[-]	8	10	4	8	47	10	14	19	7	10
E O does not cater for specialist requirements	4	[2]	1	1	1	2	18	55	3	2	1	14
Get more detailed knowledge	4	[-]	5	9	6	3	4	7	3	5	2	4
Get immediate information	-	[-]	1	-	1	1	-	-	-	-	7	3
E Office not helpful	5	[-]	5	4	3	5	6	7	34	24	7	3
Better impression on employer	-	[-]	4	1	2	1	-	-	-	1	15	8
No advantages	15	[1]	18	14	22	13	2	-	20	13	13	9
Don't know/never used	5	[5]	6	15	3	17	-	7	3	16	11	16
Other answers	1	[-]	5	3	3	2	2	-	3	2	4	1
No need to use E O	-	[-]	-	-	-	-	-	-	3	1	2	4
Better knowledge of needs	-	[-]	-	-	-	-	-	-	9	6	3	4
No. on which % based:	74	12	165	197	226	174	51	29	35	101	285	197
											235	195

(d) Trade and specialist journals (men only)

Nearly half the men had used this method because they felt the journals carried advertisements which catered better for their particular qualifications; and nearly a third said there were more or better jobs advertised in specialist journals than there could be in any one Employment Office. About one in six men had specialist job-requirements that the Employment Office could not normally cater for - such as teaching, medicine or law. Very few people who had used specialist journals to look for their present job said they had no advantages or they did not know of any advantages of using this method compared with using the employment service.

(e) Private agencies (women only)

Just over 10% of women had been to a private agency when they were looking for their present job, and although 29% said these agencies had no advantages or none that they could think of, nearly one in four women had gone to private agencies because they felt that the Employment Offices were not very helpful; about one in five had used a private agency because they had better or more jobs, and a similar proportion had used them because they had jobs which were more suitable for their particular needs.

(f) Direct application to an employer

This was the most popular method of looking for a job with both men and women although it was said by one in four to have no particular advantages, or none that they could think of, over using the Department's service. However 24% of men and 16% of women did feel that it was quicker than using the employment service, generally because they saved time in getting direct to a possible employer rather than going through any agency, or because they were told at once whether or not they were going to be taken on. One in seven said that there was a wider choice of jobs, or they could apply for a better choice of jobs, and a similar proportion felt that applying direct created a better impression on a prospective employer in that it showed they were eager, had initiative and really wanted to work; as one man said " ... they know I am trying harder if I write to them, rather than registering and waiting for them to come to me." This feeling that applying direct makes a better impression on a prospective employer, was mentioned twice as often by men (15%) as by women (8%), as was the better choice of jobs - 16% for men, compared with 9% of women. However while 14% of women felt that the employment service did not cater for their needs, only three of the 285 men who had applied direct to an employer gave this as an advantage.

9.1 THOSE WHO HAD REGISTERED AT AN EMPLOYMENT OFFICE WHEN LOOKING FOR THEIR CURRENT JOB

Over 80% of the men and women who had registered at an Employment Office had also tried other methods when they were looking for their current job, and while newspaper advertisements and a direct application to an employer were the most frequently used methods by this group (as well as by those who did not register) overall we found that people who registered tried a greater number of methods in their attempts to find work. We were particularly interested therefore in the advantages they felt these additional methods had over using the employment service, and in seeing whether the advantages were of a different kind to those given by people who had not registered.

Table 29 gives full details of the advantages of all the methods used by those who registered and those who did not register with the exception of the small number of infrequently used methods classified as "other methods", and instances where people were offered a job. Some comment on the differences between the advantages mentioned by the two groups is given below; the advantages of using trade and specialist journals by those who additionally registered is not compared with the advantages given by those who did not register since the former group is too small.

Perhaps the most interesting point shown in this table is that for all methods, with the exception of trade and specialist journals, between 17% and 26% of those who used them in addition to registering felt that they had no particular advantages over the Department's service; and in each case, except for asking friends and relatives, the proportion is considerably greater than the corresponding proportion among those who had not registered. For example, one in four of those who had looked in local weekly papers in addition to registering said that there were no advantages in using this method over using the employment service, but only one in ten of those who had used this method and had not registered could not give any advantages of looking for a job in this way. People who had registered and had also looked at advertisements in newspapers (other than the national morning papers), made a direct application to a prospective employer, or asked friends and relatives, were also generally more likely to think that these methods provided a better selection or better quality jobs, than those who had not registered.

For all these methods, except making a direct application, and for national morning newspapers and trade journals, the better selection or better quality of jobs was the advantage most frequently given by those who had registered. The most frequently mentioned advantage of going direct to an employer was that it avoids delay in going through the employment service; this was mentioned by one in four of those who had used this method in addition to registering. Nearly one in five said making a direct application to a prospective employer creates a better impression and is hence likely to improve their chances of getting the job; this was mentioned only about half as often by those who had used this method but had not registered.

People who had registered were also more likely to say that looking in the national morning papers was quicker than going to an Employment Office, (17% of those registering mentioned this compared with only 2% of those who had not registered), but it was the men and women who had not registered who saw the ready availability of some methods as an advantage; people who had not registered but had looked in newspapers, or asked their friends about jobs were more likely to mention that these methods were more easily available than going along to an Employment Office. For example, 43% of people who had not registered but had looked in evening or Sunday newspapers for jobs thought that their ready availability was an advantage; only 13% of those who had used this method in addition to registering mentioned this as an advantage.

Finally, the people who did not know of any advantages of the method they had used compared with the employment service, were, almost exclusively those who had not registered.

Table 29: Advantages of the various methods used to find their present job by those who registered and by those who did not register compared with using the employment service.

Advantages of methods compared with using the employment service:		Methods used to find present job													
		National morning papers		Local weekly papers		Other newspapers		Trade and specialist journals		Private agencies		Direct application		Asking friends and relatives	
		Reg.	Not Reg.	Reg.	Not Reg.	Reg.	Not Reg.	Reg.	Not Reg.	Reg.	Not Reg.	Reg.	Not Reg.	Reg.	Not Reg.
		%	%	%	%	%	%	Nos	%	%	%	%	%	%	%
More/better jobs available		35	33	47	20	50	23	[9]	22	23	18	20	9	39	11
More easily available		1	26	10	35	13	43	[1]	14	-	9	2	8	1	12
Avoids delay at E. Office		17	2	9	7	6	8	[4]	5	8	8	25	19	8	10
More suitable for job requirements		17	22	7	10	4	7	[6]	36	13	20	6	14	1	7
E O does not cater for specialist requirements		2	9	-	1	1	2	[7]	31	3	2	1	10	-	2
Get more detailed knowledge		2	4	8	7	2	6	[2]	3	3	6	2	4	14	17
Get immediate information		-	-	-	1	1	*	[-]	-	-	-	7	4	3	*
E Office not helpful		2	6	3	6	6	3	[1]	7	38	22	10	3	1	1
Better impression on employer		-	-	1	2	2	1	[-]	-	-	1	19	9	11	9
No advantages		25	4	25	10	26	12	[1]	-	31	8	22	6	17	9
Don't know/never used		-	20	3	16	1	15	[-]	3	-	18	2	20	3	21
Other answers		2	-	5	3	2	3	[-]	-	3	2	3	3	4	4
No need to use EO		-	-	-	-	-	-	[-]	-	-	2	-	5	-	4
Better knowledge of needs		-	-	-	-	-	-	[-]	-	10	5	2	4	11	7
No. on which % based:		40	46	134	228	176	215	22	58	38	96	175	292	72	322

The overwhelming impression gained from this analysis is that generally about one in four people either felt that the methods they had used to look for a job had no particular advantages over using the employment services - this being especially so of people who had used other methods to look for their job in addition to registering with the Department, - or that they did not know of any advantages - this being more frequent among people who had not registered on this occasion. For every method, except trade and specialist journals, between 24% and 28% gave one or other of these answers. This even included the use of private commercial agencies, where the only really unfavourable comparison with the employment service was made. However private agencies were only used by 6% of people when looking for their current job, and this unfavourable view was expressed by only one in four of the women who had used them. We also found that men and women who had registered were more likely than those who had not registered to think that a number of methods, including local, evening and Sunday newspapers provided a better selection of jobs or better quality jobs. They were however, less likely to see the easier availability of these newspapers as an advantage over the Department's service.

10.0 How did people actually get their current job ?

In previous chapters we have seen that some methods of job-seeking, such as looking at advertisements in newspapers, and asking friends and relatives are very popular with both men and women. This leads us, in this chapter, to consider first how people actually found their current job, and then to look at the success rates of the various methods used; it may be that some of the more popular methods while easily accessible and offering a large range of jobs ultimately are only successful in actually finding jobs for a small proportion of the people who use them.

10.1 THOSE WHO REGISTERED

Of the 504 men and women at present working and who registered with the employment service when they were looking for work, nearly one in three got their job through the service; 21% through an ordinary adult office, 8% through a Youth Employment Office and just over 1% through the Professional and Executive Recruitment Service and as table 30 below shows this was the most frequent way in which both men and women who had registered actually found their job¹. About one in four men found work through applying direct to an employer, but only about one in eight women found a job in this way. A greater proportion of women found a job by looking in newspapers (local weekly papers particularly) than did men, 26% compared with 17%, but similar proportions of both men and women found work as a result of asking their friends and relatives (17% and 18%). Only 5% of women and 3% of all who registered found work through a private commercial agency².

¹The 155 men and women who found their job through the employment service represent 8.1% of all in the sample who had been looking for work at any time in the three years prior to interview.

²It will be seen from tables 30,31, and 32, that in some cases the proportions of people finding their job by a particular method are greater than the proportions who earlier said they used that method when looking for their job. This has generally occurred where people looked for or found their job by asking friends or relatives, or where they were offered a job or became self-employed. It may be that some people did not regard these as 'methods' when they were asked what they did to find their present job. There is no reason to suspect that, for example, men were more likely than women, or those who registered more likely than those who did not register, to omit mentioning these methods of job-seeking and therefore it is unlikely to invalidate any comparisons between these groups made here or earlier in the report.

Table 30: Methods by which men and women who had registered at an Employment Office when looking for their current job, found their current job.

Methods which found informant their current job:	Men	Women	Men & Women
	%	%	%
Employment service	30	33	31
Advertisements in:			
National morning newspapers	1	-	1
Local weekly newspapers	6	14	8
Other newspapers	10	10	10
Trade/professional/specialist journals	1	2	1
Private agency	2	5	3
Direct application	23	13	20
Asking/being told by friends/ relatives/acquaintances	17	18	17
Adverts in shop windows	-	2	1
Non-commercial agencies, school/ college/Trade Union	1	-	1
Offered job (no third party involved)	4	1	3
Started own business	4	-	3
Other methods	2	4	2
<i>All who registered: base</i>	<i>362</i>	<i>142</i>	<i>504</i>

10.2 THOSE WHO DID NOT REGISTER - BUT HAD A NEW JOB TO GO TO BEFORE LEAVING THEIR PREVIOUS EMPLOYER

There were 791 men and women who had changed jobs in the previous three years and who had found a new job to go to before leaving their previous employer. As table 31 shows one in four had found work as a result of asking friends etc. but 13% had been offered a new job without having to look for work themselves (this offer of a job was possibly what had prompted them to leave their employer). A further one in four had found a new job through looking in newspapers, and as with those who had registered, women were especially likely to have found a suitable job advertised in their local weekly paper. A direct application to a prospective employer resulted in being taken on for 18% of both men and women, and again only a very small proportion of people (2% of men and 7% of women) were found a job by a private agency.

Table 31: Methods by which men and women who had found a new job to go to before leaving their previous employer, found their present job: those who did not register.

Methods which found informant their current job:	Men	Women	Men & Women
	%	%	%
Advertisements in:			
National morning newspapers	4	1	2
Local weekly newspapers	9	14	11
Other newspapers	11	12	11
Trade/professional/specialist journals	4	3	4
Private agency	2	7	4
Direct application	18	18	18
Asking/being told by friends/relatives/acquaintances	28	23	26
Adverts in shop windows	28	2	1
Non-commercial agencies, school/college/Trade Union	1	1	1
Offered job (no third party involved)	13	13	13
Started own business	8	3	6
Other methods	1	2	1
<i>All who did not register and had a new job to go to before leaving: Base</i>	450	341	791

10.3 JOB-CHANGERS - WHO HAD NO JOB TO GO TO ON LEAVING THEIR PREVIOUS EMPLOYER, AND JOB-SEEKERS WHO DID NOT REGISTER

Table 32 below shows how this final group of men and women who had not registered with the employment service when they were changing their job or looking for work, found their current job.

Women in this group were most likely to have found work by having asked their friends or relatives if they knew of any suitable work; 28% of women found their current job in this way. A similar proportion of men had also found work by this informal method, but an even greater proportion (33%) had got their job as a result of getting in touch with a prospective employer direct. Only 17% of women had found their job in this way. About one in five men and one in four women had seen their job advertised in a newspaper and 9% of men and 14% of women had been offered their job, without having to look for work themselves. Only 6% of this group found their current job through a private commercial agency.

Table 32: Methods by which men and women job-changers who had no job to go to on leaving their previous employer, and job-seekers re-entering the labour force, found their present job: those who did not register.

Methods which found informant their current job:	Men	Women	Men & Women
	%	%	%
Advertisements in:			
National morning newspapers	1	*	*
Local weekly newspapers	8	13	12
Other newspapers	11	10	10
Trade/professional/specialist journals	1	1	1
Private agency	1	7	6
Direct application	33	17	21
Asking/being told by friends/relatives/acquaintances	27	28	28
Adverts in shop windows	1	4	3
Non-commercial agencies, school/college/Trade Unions	3	2	3
Offered job (no third party involved)	9	14	13
Started own business	3	2	2
Other methods	1	1	1
<i>No. on which % based:</i>	<i>147</i>	<i>482</i>	<i>629</i>

10.4 SUMMARY

If people who found their job through the employment service, those who were offered a job, and those who became self-employed are excluded, then there are no differences of any note in the proportions of those who registered and those who did not register who found their jobs by the other methods.

Overall we found that 8% of all those currently working who had looked for a job at any time in the three years prior to interview found their job through the employment service. One in four found their job as a result of informal contacts with friends and relatives, a similar proportion through newspapers and journals, one in five made a successful direct application to a prospective employer, one in ten were offered work, and only one in 25 were found their current job by a private employment agency.

From the job-changer's or job-seeker's point of view it would be useful to know how successful all the different methods of looking for work are; even if a particular method does involve personal inconvenience of, say, travelling or delay in hearing the result of an application it may be worth using if it nearly always results in a successful outcome. We therefore looked to see what proportion of people who used a particular method, actually found their job by that method.

10.5 THE SUCCESS OF VARIOUS METHODS

Obviously being offered a job is 100 per cent successful as a method of finding work, as is becoming self-employed, and these two methods have therefore been excluded from the analysis and discussion that follows. In addition we have excluded those methods which were used only infrequently as the numbers involved are too small for any reliable conclusion or comparisons to be made. Finally it has been necessary to omit any discussion of the success of asking, or being told by friends or relatives about a job; for each group that we looked at we found that more people had found their job by this method than originally reported using it (see footnote to page 40). The table below shows the success rate (ie the number of people finding their current job by a particular method expressed as a percentage of all those reporting using it when looking for work) of the methods used by those who registered and by those who did not register when looking for their current job.

Making a direct application to a prospective employer appears to have been the most successful method of all the various ways of looking for a job; for over half of those who applied direct in addition to registering at an Employment Office, and for over 90% of those who tried this method and did not register there was a successful outcome to their application. Nearly a third of those who registered were actually found a job by the employment service, but those who in addition used local weekly papers, Sunday papers or evening papers, or went to a private agency were almost equally successful. Newspapers generally were quite a good way of finding a job; overall nearly a third of those who followed up advertisements in national morning newspapers, and over half of those who replied to adverts in other sorts of papers, found their job through them. Private agencies successfully found vacancies for 60% of the people who used them, but this is not to say that if all job-changers went to such an agency 60% could expect to be found suitable employment. We have already seen that different sorts of people tended to use different sorts of methods when looking for a job, and our findings only show how successful the various methods were for these specific groups of people. Nor do these results give any indication of how many unsuccessful applications resulted from each method used before finally a job was found. However in the second part of this report we look at the number of jobs that people currently unemployed were sent after by the employment services.

Table 33: Success of various methods used when looking for their current job, by those who registered at an Employment Office and by those who did not register.

Method	All who registered			All not registering			All		
	Nos. using method	Nos. finding job by method	Success rate	Nos. using method	Nos. finding job by method	Success rate	Nos. using method	Nos. finding job by method	Success rate
Employment services	504	155	31%	-	-	-	504	155	31%
Studying adverts in:									
National morning papers	39	5	13%	47	22	47%	86	27	31%
Local weekly papers	135	42	31%	229	161	74%	364	203	56%
Other papers	182	50	27%	218	156	72%	400	206	52%
Trade/professional journals	22	6	+	58	37	64%	80	43	54%
Private agency	39	14	36%	97	68	70%	136	82	60%
Direct application	179	100	56%	303	276	91%	482	376	78%
Shop windows	8	3	+	34	29	85%	42	32	76%

+ indicates nos. are too small to percentage

11.0 Job-changing in the future

So far in this report we have looked at the experiences of people who had recently changed jobs, or who were seeking work either after a period when they had been out of the labour force, or as new entrants to the labour force. We now go on to look at the men and women who had been with their present employer for three years or longer and consider whether they have any plans for changing their job in the immediate future, and if so, whether they are likely to be customers of the employment services.

There were 3,132 men and women who were currently working and who had been with their present employer for at least three years. As table 34 below shows over half were married men (58%) and less than a third (30%) were women.

Table 34: Proportions of married, single and widowed men and women who had been with their present employer for three years or more.

Marital status	Men	Women	Men and Women
Married	58%	23%	81%
Single	10%	5%	15%
Widowed	2%	2%	4%
All groups	70%	30%	All: 3129 = 100%

As length of employment is related to age it was therefore not surprising to find that a considerable proportion of both men and women in this group were older workers; 21% of the men and 18% of the women were aged 55 or over (see table 35 below).

Table 35: Proportions of men and women in different age-groups who had been with their present employer for three years or more.

Age-group	Men	Women	Men and Women
	%	%	%
15-29	18	17	17
30-44	35	29	33
45-54	26	36	29
55-59	11	14	11
60 and over	10	4	10

*All who had been with
their present employer
for 3 yrs or more:*

Base	2,178	941	3,129
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11.1 POSSIBLE JOB-CHANGERS

We found that only a small proportion of the 3,132 people who had been with their present employer for three or more years were likely, at the time of interview, to be potential clients of the employment services; 89% said that they were settled in their job, 2% said that although they did not want to change, redundancy might make it necessary and only 9% said they were thinking of changing their job. However of the 11% who might change their job (340 people) 70% said that they knew that the employment service was not only for the unemployed, but would also help people wanting to change their jobs. Analysis initially showed that single men and single women were the most likely group of people to be thinking about a change; 15% of single men and 11% of single women were thinking of changing their job compared to 9% of married men, 4% of widowed men, 6% of married women and 4% of widowed women, but further analysis showed that, as might be expected, people were less likely to think about changing their job the older they got (see table 36 below).

Table 36: Proportions of men and women in different age-groups who had been with their present employer for three years or more and who were thinking of changing their job.

Informants who were:	Men						Women					
	15- 29	30- 44	45- 54	55- 59	60 & over	all ages	15- 29	30- 44	45- 54	55- 59	60 & over	all ages
	%	%	%	%	%	%	%	%	%	%	%	%
Thinking of changing	19	12	5	3	-	9	13	8	6	3	-	7
Might have to change	2	3	2	3	4	2	2	1	1	1	-	1
Settled	79	85	92	94	96	88	85	90	93	96	100	92
No. on which % based:	388	758	569	229	124	2178	156	272	335	131	44	941

While 19% of young men and 13% of young women aged between 15 and 29 said they were thinking of changing their job, almost all men and women 55 and over said they hoped to stay until retirement.

However, when the 340 men and women who said they were thinking about changing jobs, or might have to change, because of redundancy, were asked whether they had actually done anything towards making a change, half of them had done nothing about it. Men and women under 45 were rather more likely than workers aged 45 or over to have taken some steps towards making a change (the proportions are 57% and 49% for the two age-groups respectively).

11.1.1 Steps taken towards changing jobs

Of the 169 men and women who had actually done something towards finding alternative employment, 12 (7%) had been to an ordinary adult Employment Office, and three people (2%) had used the Professional and Executive Recruitment Service. Almost half had looked at advertisements in newspapers, but about one in four had not followed them up in any way; about one in six people had contacted a possible employer direct while the remainder, except for six who had gone to a private agency, gave very vague answers - a few were planning to emigrate and some people had generally asked around about possible vacancies.

11.2 CONCLUSION

Although therefore it would appear that few people who have been in their present job for three years or more are likely to be potential clients of the employment services in the near future, if they were to become unemployed because of changing circumstances they might well register with the Department. In a later chapter we consider what these people (and other groups) would do to find a job if they had to do so in the few months after interview.

12.0 Using the Employment Offices

In previous chapters we have discussed what methods men and women used when looking for their current job, and have considered how successful each of the various methods were in finding employment for these people. In later chapters we will be looking at the sort of impression people have of an Employment Office - for both users and non-users of the service - how they think it might be improved, and at the likelihood of their using the service in the future if they had to find a new job.

In this chapter we consider the actual experiences of the people who registered at an Employment Office when they were looking for their current job; we look at their attitudes to the staff and the facilities and consider whether or not the physical conditions of the particular office they were using are likely to have affected their opinions of the service.

12.1 WHY DID PEOPLE REGISTER?

Over half (59%) of the 479 men and women who had registered at an Employment Office said they had done so in the hope of getting a job; 20% said it was mainly so that they could draw benefit or get their insurance stamp paid, and the remaining 21% had both reasons in mind. If those people who registered while they were still employed and were changing their job, are excluded (nearly all of them went to the Employment Office in the hope of getting a job) then the proportion of those who went to the Employment Office while they were out of work in the hope of getting a job, is slightly reduced to 55%.

As might be expected women, and in particular married women, were less likely than men to have registered mainly to claim benefit; 10% of married women, 16% of single or widowed women, and 25% of men who had no job to go to on leaving their previous employer or who were looking for work on joining or rejoining the labour force, had registered mainly for benefit. Three quarters of the women had registered in the hope of getting a job compared with less than half the men (see table 37 below).

Table 37: Reasons why married, single and widowed men and women had registered at an Employment Office.

Main reason for registering	Men			Women		
	Married	Single/ widowed	All Men	Married	Single/ Widowed	All Women
	%	%	%	%	%	%
To draw benefit/ get stamp	25	24	25	10	16	13
In the hope of a job	40	51	45	82	75	75
Both reasons	35	25	30	8	9	8
<i>No. on which % based¹:</i>	150	136	286	52	69	121

¹Base = all who had no job to go to on leaving previous employer, or who joined or rejoined labour force after a break, and who registered at an Employment Office.

It might be expected that people nearing retirement age would in some cases be registering in order to get their insurance cards stamped but as table 38 below shows eleven of the 22 men and women aged 60 or over said they had registered in the hope of getting a job; only three had registered mainly to get their stamp paid or to draw benefit. One in eight of young people aged 15-19 said they had registered mainly for benefit as did about one in four of those aged 20 to 59.

Table 38: Reasons why men and women in different age-groups had registered at an Employment Office.

Main reason for registering	Age-group						
	15-19	20-29	30-39	40-49	50-59	60 and over	all ages
	%	%	%	%	%	Nos	%
To draw benefit/ get stamp	12	25	17	25	28	[3]	20
In the hope of a job	78	55	43	56	54	[11]	59
Both reasons	10	19	40	19	17	[8]	21
<i>No. on which % based:</i>	120	134	82	57	57	22	472

12.1.1 Were they sent after any jobs?

Of the 95 men and women who had been to an Employment Office when they were thinking of changing their job, 54% said that they had been sent after jobs by the Office; of the 409 men and women who had registered after they had left their previous employer or when they were looking for work after joining or re-joining the labour force, 58% said that the Employment Office had sent them after jobs. Analysis showed that people who were currently working in manual occupations were more likely to have been sent after jobs than those currently in non-manual occupations; just under half (49%) of the non-manual workers had been sent after vacancies by the Employment Office compared to 61% of those with manual jobs (see table 8 Appendix B for full analysis). However as table 39 below shows as many women were sent after jobs as men.

Table 39: Proportions of married, single and widowed men and women who were sent after jobs by the Employment Office.

	Men			Women		
	Married	Single/ Widowed	All Men	Married	Single/ Widowed	All Women
	%	%	%	%	%	%
Sent after jobs by E.O.	47	66	56	63	54	58
Not sent after any jobs	53	34	44	37	46	42
No. on which % based ¹	150	136	286	52	69	121

¹Base = all who registered for work after leaving previous employer, or who joined or rejoined labour force after a break and registered.

However, fewer married men were sent after jobs than single or widowed men (the proportions were 47% for married men and 66% for single and widowed men). It must be remembered, however, that married men were on the whole older than the single men, and might be more difficult to place.

Indeed it can be seen from table 40 below that while two out of every three young people aged between 15 and 19 were sent after jobs by the Employment Office, this proportion fell to about two in five for those aged 50 and over.

Table 40: Proportions of men and women in different age-groups who were sent after jobs by the Employment Office.

	Age-groups				
	15-19	20-29	30-39	40-49	50 and over
	%	%	%	%	%
Sent after jobs by E.O.	67	60	52	55	40
Not sent after any jobs	33	40	48	45	60
No. on which % based:	127	144	87	60	84

We noted previously that about one in four of those aged between 20 and 59 said they had registered mainly to draw benefit or get their stamp paid, and although as table 40 shows over half these people were sent after jobs by the Employment Office, analysis did show that people who had registered mainly in the hope of getting a new job were more likely to be sent after jobs than those whose main reason for registering was to draw benefit, (table 41 below). Nearly two thirds (63%) of those who had registered in the hope of finding work were sent after vacancies compared with only about two-fifths (39%) of those who said they had registered mainly for benefit.

Table 41: Proportions of men and women sent after jobs by the Employment Office; those who had registered mainly in the hope of getting a job and those who had registered mainly to draw benefit.

	Main reason for registering		
	To draw benefit/ get stamp	In the hope of a job	Both reasons
	%	%	%
Sent after jobs by E.O.	39	63	62
Not sent after any jobs	61	37	38
<i>No. on which % based:</i>	<i>95</i>	<i>277</i>	<i>100</i>

12.2 THE SERVICE AT THE EMPLOYMENT OFFICE

Everyone who registered at an Employment Office was asked a short series of questions which aimed to find out something about their opinions of specific aspects of the service they had used.¹ Firstly we asked how they felt about the Employment Office staff; were they helpful in trying to find them a suitable job; were they well informed about the vacancies available, and how did they feel about the attitudes of the staff to them as a client - were they treated as an individual, or as just another unemployed person? The table below shows the answers given by men and women to these first three questions.

¹The answers discussed below are not the unprompted, spontaneous opinions of informants, but their answers to a selection of prompted alternatives.

Table 42: Attitudes of men and women to the staff at the Employment Office.

Attitudes to staff	Men	Women	Men and Women
	%	%	%
(a) <u>In helping informants get a suitable job the staff:</u>			
did all they could to help	36	40	37
were fairly helpful	45	44	45
were rather unhelpful	19	16	18
(b) <u>Staff were:</u>			
well-informed about jobs available	57	61	59
not well-informed	36	32	35
informants could not say, didn't know	6	7	6
(c) <u>Informants felt they were treated as:</u>			
an individual	44	50	46
just another unemployed person	56	50	54
<i>No. on which % based:</i>	336	124	460

It can be seen from the table that informants who had used the employment service seemed generally satisfied with the efficiency of the staff at the Offices where they had registered; less than 20% thought that they had been 'rather unhelpful' in trying to find them suitable work, and just over a third thought they were not well-informed about the vacancies they had available. We also looked to see whether manual workers were less satisfied with the way they had been treated, but found that they were no more or no less satisfied with the service and their treatment than people in non-manual occupations (see table 9 Appendix B).

However when we looked at the attitudes of those people who had not been sent after any jobs by the Employment Office, we found that the men, but not the women were less satisfied with the staff than those who had been sent after jobs; see table 43 below. Of the men who had been sent after jobs 44% thought that the staff had done all they could to help them find a job and 66% thought the staff were well-informed about the vacancies available, while for those who had not been sent after any jobs these proportions fell to 25% and 47% respectively and the proportions thinking the staff rather unhelpful rose from 16% to 25%. Among both men and women those who had not been sent after any jobs were more likely to say that they did not feel they could comment on how well-informed the staff were.

Table 43: Proportions of men and women who were sent after jobs by the Employment Office and their attitudes towards the staff.

Attitudes to staff	Men who were		Women who were	
	Sent after jobs	Not sent after any jobs	Sent after jobs	Not sent after any jobs
	%	%	%	%
<u>In helping informant get a suitable job the staff:</u>				
did all they could to help	44	25	46	31
were fairly helpful	40	50	41	49
were rather unhelpful	16	25	13	20
<u>Staff were:</u>				
well-informed about the jobs available	66	47	67	57
not well-informed	34	41	32	30
informant could not say	*	12	1	13
<u>No. on which % based:</u>	194	146	71	55

Although only small proportions overall thought that the staff were unhelpful or not well-informed about the vacancies available, a much greater proportion of all men and women seemed to be less satisfied with the attitude of the staff towards them; half the women and over half of the men (56%) felt that they had been treated as just another unemployed person by the staff at the Office they had used rather than as an individual.

We next asked informants whether, if they had to go back to an Employment Office more than once, they thought it important to see the same person, even if it meant waiting, or whether they would prefer to be dealt with more quickly.

As will be seen later nearly 20% of all informants mentioned spontaneously that when they thought of an Employment Office they thought of queues waiting for service, but among those who had actually registered we found that 61% of informants would prefer to see the same person even if it meant waiting; 36% would prefer to be dealt with more quickly by another member of staff, and the remaining 3% said they did not really mind either way.

Finally informants were asked whether they thought enough time had been spent on the interview at the exchange, and, if not, how important they thought this was. Nearly three-quarters (73%) were satisfied that enough time had been spent in interviewing them at the Office, and of the 127 men and women who were dissatisfied with this aspect of the service, 72% thought it very important that more time should be spent interviewing them, 24% thought it of some importance, and the remaining 4% thought it not very important.

People's experiences in using the employment services, and their feelings about the way they were treated at the Office they used, might affect the likelihood of their using the service in the future. Although we will be looking in some detail at the way informants say they would go about looking for a new job in the future in a later chapter, here we briefly examine this likely future behaviour with respect to informants' actual experiences. The table below shows the proportions of men and women who say they would use the employment services again if they had to look for a new job in the near future and who were satisfied with the service at the Employment Office they had used when looking for their present job. It can be seen that about two thirds of those who were satisfied with their treatment and the service at the Employment Office would try using the service again if they needed to look for a new job in the near future; between about a quarter and two-fifths of those who were less satisfied with their treatment would use the service again to look for a job.

Table 44: Proportions of men and women who would use the employment services again if they wanted to change jobs in the future, who were satisfied with the service and treatment at the Employment Office they used when looking for their present job.

	Informants who would use employment services in future			
	Men		Women	
	%	Base	%	Base
<u>In helping informant to get a suitable job:</u>				
staff did all they could to help	73%	122	78%	50
were fairly helpful	54%	151	59%	56
were rather unhelpful	23%	66	[8]	20
<u>Staff were:</u>				
well-informed about jobs available	66%	196	73%	79
not well-informed	38%	126	48%	40
<u>Informants felt they were treated as:</u>				
an individual	74%	147	78%	63
just another unemployed person	41%	185	48%	64
<u>Time spent on interview at Office was:</u>				
long enough	61%	242	72%	95
not long enough	41%	95	41%	32

It would seem that a higher proportion of those registered would be reluctant to use the employment service again where the staff seemed unhelpful, than where they seemed less well-informed about jobs, and where they thought the interview was not long enough, or they were not treated as individuals.

12.3 CHARACTERISTICS OF THE OFFICES USED

12.3.1 Location

As we have already noted, 95 men and women visited an Employment Office when they were thinking of changing their job, and a further 409 actually registered when looking for their present job. As can be seen from table 45 below nearly two thirds (64%) had chosen to use an Office because it was nearest to where they were living. A further 15% had said they had no choice as there was only one Office in the area; and 3% had used the Office nearest where they were then working. Included in the 18% who had decided to use a particular Employment Office for some other reason, were about 4% who said they had been told that they could only use one particular Office; other reasons included being recommended to a particular Office by someone who had previously used it, and appointments being made either by a current employer or a school or college for an informant to visit an Office.

Table 45: Reasons why men and women had chosen to use a particular Employment Office.

Reason for using that Office	Men	Women	Men and Women
	%	%	%
Nearest where they were living	64	65	64
Nearest to current place of work	3	2	3
Only one Office in area	15	15	15
Other reasons	18	17	18
<i>No. on which % based:</i>	<i>341</i>	<i>128</i>	<i>469</i>

As can be seen from the table there was almost no difference in the proportions of men using a particular Office for any reason and the proportions of women.

We also looked at how far these men and women said they had to travel to get to this Office, and as can be seen from table 46 we found that a slightly greater proportion of women had to travel less than two miles to get to the Employment Office they had used, compared to men (the proportions were 61% for women and 48% for men). About one in five men, but only about one in ten women, had to travel more than four miles.

Table 46: Distance travelled by men and women to visit Employment Office

Distance travelled	Men	Women
	%	%
less than 2 miles	48	61
between 2 and 4 miles	33	28
over 4 miles	19	11
<i>No. on which % is based:</i>	<i>340</i>	<i>127</i>

There is no reason to assume that men live further from their nearest Employment Office than do women: the implication is from table 46 that if the Employment Office is too far away, women are less likely to make the effort to use it.

12.3.2 Display cards and self-service facilities

At the time of this study the Department was beginning to introduce self-service facilities into a number of its Offices: large displays of cards detailing jobs available were mounted so that clients could see for themselves whether there was anything suitable and, if so, they could ask at the desk for more details or go after the job advertised. Although as we shall see in the next section 80% of the Offices used by informants had neither the self-service nor the good display facilities of the type being introduced by the Department, nevertheless 291 informants, when asked, said there were display cards inside the Office they had used.

However, the original data shows that although 80% of informants said they studied these display cards, as many as three-quarters did nothing further; only one in four of those who had studied the cards went to the desk to ask for more details and one in eight went after a job which they had initially seen on a display card.

Table 47 below shows that men were more likely to have studied the cards than women, and that almost all the married men (91%) studied them compared with three quarters of the single and widowed men.

Table 47: Proportions of married, single, and widowed men, and of women who studied display cards at the Employment Office they had used.

	Men			Women
	Married	Single/ Widowed	All Men	All
	%	%	%	%
Studied display cards	91	75	85	69
Did not study display cards	9	25	15	31
No. on which % based:	130	83	213	74

However married men, and men in general were no more likely than women to have followed up jobs they had seen on the cards either by asking the clerk for more details or by going along to see the prospective employer. The overwhelming majority of people who had not followed up any of the vacancies (85%) said that this was because there was nothing shown which was suitable for them.

12.3.3 Siting and appearance of Offices used

Every informant who registered at an Employment Office was asked for the address of the particular Office they used. Each local Office used was subsequently classified on the basis of its siting, its appearance, and its facilities, the ratings being provided by the Department of Employment. Using this information we hoped to be able to see to what extent the rating of the Office used by an informant, on the basis of the Department's

classification, might have affected his attitudes towards the service and the likelihood of their using the service for future job-seeking. In a later chapter we will be looking at how the informant's overall impression of an Employment Office corresponds to the Department's grading of the Office they used.

Of the 479 people who registered at an Employment Office, details of the Office used were collected in all but 12 cases; 301 Offices were rated on at least one characteristic, but 135 Offices were not considered either because they were part of the Professional and Executive Recruitment Service or because they were Youth Employment Offices. A further 15 Offices were concerned solely with benefit claims and payment and five were part-time Offices only; these were also excluded from the classification. Only 11 Offices could not be identified from the details given by informants.

Table 48 summarises the characteristics of the Offices used for three aspects, siting, appearance and facilities.

Table 48: Characteristics of Employment Offices used by informants who registered when looking for a new job or when changing their previous job while they were still employed.

	Proportion of Offices
	%
(a) <u>Siting characteristics of the Offices:</u>	
Good central focal point	20
Accessible	55
Back street site	25
(b) <u>Age and appearance of premises:</u>	
Modern premises	11
Good appearance but falls short in some respects - poor window display facilities	34
Purpose built 1930's style	34
Unattractive appearance	21
(c) <u>Type of service:</u>	
Full self-service facilities with external window display	5
Self-service facilities, without external window display	5
Good display facilities, but no self- service	10
No self-service	80
<u>No. on which % based:</u>	322

It can be seen that a quarter of the Offices used were poorly sited in back streets and just over a fifth were regarded by the Department as having an unattractive appearance. Although 20% of the Offices used were centrally situated only 11% overall were occupying modern premises. Table 10 Appendix B shows that of the 64 Offices which had a good central location, while 22 were in modern premises, ten were in buildings of "an unattractive appearance".

Only one in ten of the Offices used had any sort of self-service facility such that clients could look for themselves to see if there were any jobs that particularly interested them. The impression then is that many of the Offices used by informants were at the time of our interview, of not a very high standard in terms of physical location, appearance and facilities available. It must be remembered however, that since this study was carried out an extensive programme of resiting and modernisation of Employment Offices has been undertaken by the Department.

12.3.4 Appearance and siting of Offices used and informants' attitudes to the staff and service.

Using a badly situated Employment Office or one with an unattractive appearance might colour informants' attitudes to the staff and the service at the Office used and might affect the likelihood of their using the service again if they wanted to look for a new job in the near future. We looked at this both in terms of the siting of the Offices used and their appearance and, as table 11 in Appendix B shows, there was no indication that men and women who had used an Office of a poor physical standard were more likely to have a lower opinion of the staff and service at the Office they used than those who had registered at the more modern or well-sited Offices. Moreover from this study we found no evidence to show that people who had used older, less attractive or inaccessible Employment Offices when looking for their current job were less likely to consider using the service again if they had to look for a new job in the near future than those who had used more modern and more accessible Offices.

Although the physical condition of the Office used by informants seems to have little effect on whether they were likely to consider using the service again, we have seen that people who were satisfied with their treatment and service were more likely to consider going to an Employment Office again than those who were less satisfied. It might be supposed that the success of the service in actually finding someone a job would have some considerable influence on how likely they are to consider using the service again, and while we shall be considering this in a later chapter, we found that even being sent after a job whether or not the outcome was successful increased the likelihood of the Employment Office being used again. (see table 49 below).

Table 49: Proportions of men and women who were sent after jobs by the Employment Office and who would consider using the service again.

For future job-seeking informants who:	Men who were:		Women who were:	
	sent after jobs	not sent after any jobs	sent after jobs	not sent after any jobs
	%	%	%	%
Would use the employ- ment services	62	47	70	54
Would not use the employment services	35	47	22	41
Not sure	3	6	9	5
No. on which % based:	203	157	79	63

Nearly half the men (47%) who had not been sent after any jobs said they would not try to get a job through the employment services again, compared with just over a third of those who had been sent after jobs, and among the women the difference was even more noticeable - 41% of those not sent after a job said they would not use the service again, compared to only 22% of those women who had been sent after a vacancy.

13.0 Other services offered by the Department of Employment

Besides being responsible for the Youth and Adult Employment Offices, the Department also offers other specialist services to men and women looking for work or thinking of changing their job, including the Occupational Guidance Service and the Professional and Executive Recruitment Service. This study aimed to find out how extensively these services were known and used; if they were not being used, why this was, and if they had been used how helpful informants had found them.

13.1 THE OCCUPATIONAL GUIDANCE SERVICE

The Occupational Guidance Service is available to all men and women aged 18 or over and offers expert advice on choosing or changing careers or occupations rather than simply moving to another job of a similar kind.

Nearly three quarters (72%) of all who were aged 18 or over and who were currently working said they had not heard of the Occupational Guidance Service, and of the 1,349 men and women who had heard of it, only 3% had ever used the service.

As table 50 below shows most people had heard about the service through the media; 28% from the television, 2% from the radio, and 18% had read about the service in newspapers or magazines.

Table 50: How men and women aged 18 and over currently working had learned about the Occupational Guidance Service.

How informant had learnt about the Occupational Guidance Service	All who had heard of the service	All currently working aged 18 or over
	%	%
Television	28	8
Radio	2	1
Read about it in newspapers or magazines	18	5
From literature or leaflets:		
at work	19	5
at an Employment Office	11	3
elsewhere	3	1
In general conversation	14	4
From users of the service:		
friends or relatives	6	2
people at work	3	1
From or via school or college	6	2
From the Union	1	*
Don't know, cannot remember	3	1
Other ways	2	1
No. on which % based:	1,335	4,895

Many people had learnt about the service through their current job in some way; 19% had seen leaflets about the service at their place of work, 3% had found out about it from work colleagues who had actually used the service and 1% had heard through their union. Eleven per cent of people had seen notices or leaflets about the Occupational Guidance Service at an ordinary Employment Office, and 6% had found out from relatives or friends who had already made use of the service.

As we noted earlier only 46 people had used the Occupational Guidance Service (this represents less than 1% of all the people we interviewed who were currently working and aged 18 or more), but generally it was said to have been helpful; 20 of those who used it were quite sure that it had helped them, and a further 16 had found it helpful at least in some ways.

Finally all men and women who had not already changed the type of work they were doing in their previous job and their present one, were asked whether, in the two or three years prior to our interview, they had thought seriously about changing to quite a different sort of work, and if so what had they done to try to find out whether it was a possibility. Only 18% said that they had seriously considered changing their type of work, and hence might have thought of approaching the Occupational Guidance Service for help and advice. Nearly half (49%) of these 730 people had done nothing positive towards finding out whether a change of career was possible. Of the remaining 371 men and women who had taken active steps, 7% had been to an Employment Office, but only three people (1%) specifically mentioned that they had approached the Occupational Guidance Service. Over a third (36%) had been in touch with a prospective employer, about a fifth had talked informally to people experienced in the new field of work they were considering and of the rest, the majority had looked at advertisements in newspapers or magazines.

13.1.1 Summary

We found that over three quarters of the men and women currently working and aged 18 or over had not heard of the Occupational Guidance Service, and that overall only 1% had ever used the service. Moreover, 18% of all men and women interviewed who had not already recently changed the type of work they were doing, said they had thought seriously about doing so in the previous two or three years. These people then were potential clients of the Occupational Guidance Service, and although nearly half said they had done nothing towards finding out if such a change was possible, only three people (0.4%) said they had approached the service.

13.2 INFORMANTS' KNOWLEDGE AND USE OF THE PROFESSIONAL AND EXECUTIVE RECRUITMENT SERVICE

At the time this survey was carried out the PER service had recently been restyled; fees to employers, the use of computer techniques to match candidates to vacancies and a widespread advertising campaign had all been recently introduced, and we were interested to find out how many people had heard of the service and how many were aware of recent changes. It was decided that questions about the PER service and the changes should only be asked of people who were likely to have used the service in the past, or who might want to use it in the future, that is professional, minor professional and executive staff.

About one in four of all of those currently working were found at the analysis stage of the survey to have been employed in professional, minor professional or executive posts, and of these 1,129 had been questioned about their knowledge and use of the PER service. Sixty percent had heard of the service, and of these just under a quarter knew that it had recently been restyled.

The table below shows the ways in which informants said they had heard about the restyling of the service.

Table 51: Ways in which informants had heard about the recent restyling of the Professional and Executive Recruitment Service

Informant had heard about the restyling of the PER service:

	%
Through their current job	31
Had read about it	39
From TV or radio	12
From friends or relatives	19
From the Department:	
either by phone, circular, at a meeting or	
lecture or by direct contact	15
Other answers	2
<i>No. on which % based:</i>	<i>156</i>

However, although 158 people reported knowing that the service had recently been restyled, over a third (35%) could not say what changes were being made. Among the 102 informants who could say something about what the restyling involved, the change most frequently mentioned by nearly half (43%) was that the service was now using computer techniques to match candidates and vacancies. Nearly a quarter (24%) mentioned the wider advertising of the service, and slightly fewer (22%) that the service now charges employers a fee. Over half of this group of informants mentioned other ways in which they thought the service had been restyled; these generally concerned improvements that were being made to the employment service as a whole, although a small number of informants may have been confusing the restyled PER service with the new Job Centres and self-selection offices. Among this group of less specific changes, an 'updated image with more attractive surroundings' was most frequently mentioned, by one in ten informants, and a service covering a wide area, or national coverage, rather than just local jobs was mentioned by one in fifteen. One in twenty informants pointed out that the service had separate offices and a separate organisation from the other services provided by the Department and a similar proportion said that the PER service was aiming to be more like commercial management consultants. Circulating vacancies to potential applicants and aiming to attract higher grade personnel were also mentioned.

Where particular aspects of the restyling had not been mentioned spontaneously informants were told about the changes, and then asked directly whether in fact they knew of each of the specific points. With this prompting, a further 59 said they knew about the wider advertising, a further 47 informants said they knew about the introduction of computer techniques, and a further 49 said they knew that the service now charged a fee to employers.

The table below shows the proportions of informants who knew, with and without prompting about each of the major points of restyling.

Table 52: Proportions of informants who knew about the major features of restyling of the PER service: those who mentioned the features spontaneously and those who reported knowing about them after prompting.

Major features of restyling of PER service	Informants knowing about feature	
	Mentioned spontaneously	All
	%	%
Introduction of fees for employers	14	44
Use of computer techniques	28	59
Wider advertising of service	15	53
<i>All who reported knowing that PER had recently been restyled: base</i>	<i>158</i>	<i>158</i>

Finally after pointing out all the recent changes in the service, all professional, minor professional and executive staff who knew about the service were asked whether they would be likely to use the new PER service if they wanted to change their job in the future.

Nine people were currently already registered with the service, but of the remaining 659 informants, 40% said that if they wanted to change their job in the future they would register with the PER service, 43% said they would not use the new service, and the remaining 17% were unsure.

The table below shows the reasons why these 284 informants said they would not use the restyled PER service if they wanted to change their jobs in the future.

Table 53: Reasons why 'professionals' ¹ would not use the restyled PER service if they wanted to change their job in the future.

Reasons	Nos	% ²
Job required not normally dealt with by DE - teachers, doctors, nurses, social workers only	87	31
Work required not handled by DE - nothing else specified	25	9
Informants too old, would be retiring or looking for retirement job	23	8
Would not want another 'professional' job incl. stop working, become self-employed, emigrate	7	2
Works in a highly specialised field, would use professional journals	62	22
Prefers to find own job unaided	28	10
Have used PER service before - unsuccessfully	9	3
Prefers to use an "established agency" - where previously successful	7	2
PER service would not offer jobs with high enough salary	5	2
Would only use as last resort	22	8
Other answers	14	5
<hr/>		
All 'professionals' who would not use restyled PER service in the future: base	284	

¹ All currently working as professional, minor professional or executive staff.

² Percentages add to more than 100 as five people gave more than one answer.

The table shows that half of those who said they would not use the PER service if they wanted to change their job in the future were unwilling to do so, not because they thought the service would be unsatisfactory, but because, for various reasons, it would either be unnecessary or inappropriate - they would be retiring, taking a non-professional job, or they were in a field where recruitment was handled in a very specific way, such as medicine or teaching.

If we exclude these 142 people from our analysis of the main part of this question, we now find that of the remaining 532 currently employed informants who had heard of the PER service, 51% thought they might use the service if they wanted to change jobs in the future (this includes the nine informants who were already registered with them), 27% thought they would not use the service, and 22% were unsure.

After excluding those mentioned above who would not use the service because it would probably be inappropriate, the main reason for not using the PER service in the future was given by informants who felt they were working in a specialist area, and would prefer to use trade journals when looking for a job - they did not feel that the Department's service would deal with their particular needs. Once again there was a core of people who preferred to

find their own job without assistance, often because they thought personal initiative made a greater impression on a prospective employer. There was also a group of informants who said they would only use the service as a last resort "If I became desperate. It wouldn't be my normal method of looking for a job".

Included in the category of other answers were two informants who would not use the PER service because it was not quick enough, a further two who knew people who had used the service without success and they were not willing to try it for themselves, and three informants who thought that employers would not notify the service of their best job vacancies.

13.3 SUMMARY

We found that despite current widespread publicity only a small proportion of those who might find the PER service most useful if they wanted to change their job, knew that the service had been fundamentally restyled, and that they were not always aware of the precise changes that had been made. Perhaps of greater concern was our finding that after describing the recent improvements made to the service, there remained a sizeable proportion - 43% - who would not register with the PER service if at a later date they wanted to change their job. A closer look showed the more encouraging result that exactly half of this group would not think of using the service, not because of any shortcomings, but either because they personally would be moving out of the 'professional field', they would be retiring or taking a non-professional job, or because they were in a field where recruitment was entirely dealt with by other means - such as teaching or medicine. However, there remained a core of people who would prefer either to use professional journals to look for a new job, or to act on their own initiative.

14.0 Attitudes towards the employment services

The Department of Employment were making, and have planned, widespread changes in the employment services, and workers were asked their opinions as to which of the changes they considered were important. However, to introduce the subject, and to get spontaneous reactions, the question "when you think of an employment exchange at present, what sort of picture do you have?" was first asked. One in seven said they had no picture of an Employment Office as they had never been there.

There are a number of drawbacks to such a question - people are not used to thinking globally, neither are they always articulate enough to express exactly how they view things. In general, people only think of Employment Offices when they need, or are likely to need to use them, and a high proportion of the sample had not been in that position for a number of years. The answers could however be broadly classified into those which were critical, disparaging or disapproving, those which were complimentary or approving, those which were mixed, and those which were neutral.

Among the disapproval group were remarks about the unpleasant buildings or atmosphere, the unhelpful or unfriendly staff, the dole queues, the type of people who use the exchange, the lack of privacy and the poor choice of jobs.

Those who were complimentary referred to the pleasant atmosphere, the friendly, helpful and efficient service, and the neutral group included answers such as "just a place to find a job - or get a passport, or collect dole" as well as those who described the premises as "a big room with a counter down the middle" or "like a post office" or in terms which did not convey approval or otherwise.

There was, too, another complication that made classification of attitudes difficult - that is, clients sometimes both approved and disapproved of particular aspects. For example, one man said that it depended on which counter clerk one had to deal with, some were extremely helpful and friendly, while others couldn't care less; or that one had to wait for a long time to get seen, but once seen they were dealt with quickly and efficiently.

It was decided that the best way to deal with this data was to group it into four categories, those whose comments were disapproving, those whose comments were approving, those with mixed comments, and neutral comments; some idea of the components of the categories can be seen from table 54.

Table 54: "Picture" of Employment Office as given by men and women

Impression	Men	Women	All
	%	%	%
Unpleasant atmosphere/building	19	22	20
Staff unhelpful/unfriendly/superior	22	20	22
Queues for jobs/waiting	18	20	19
Queues waiting for dole	11)	8	10
Disparaging remarks about clientele	15) ²³	7	12
No privacy	3	3	3
No choice/poor jobs	11	8	10
Bureaucracy/red tape	3	2	3
Other unfavourable remarks	4	2	4

Pleasant atmosphere/building	3	3	3
Friendly helpful staff	9	9	9
Good place of recruitment	6	5	6
Good place-nothing else specified	1	1	1
Other favourable answers	1	1	1

Indifferent about premises	14	19	16
Agency for general trades	19	18	19
Place to collect dole	13	8	11
Place to obtain passport	2	3	2
Place for unemployed	2	1	2
Other neutral answers	2	2	2
Don't know, never been	8	13	10

No. on which % based	3,168	1,936	5,104

There is little difference between the sexes as regards the proportion mentioning particular items of approval or disapproval, except that a slightly higher proportion of men were critical of the vacancy position and a much higher proportion of men made disparaging remarks about the rest of the clientele (cloth-capped, lazy layabouts, downtrodden, etc). There was no clear age pattern emerging as to the factors making up the picture workers had of the Employment Offices. If we exclude those aged 15-19, most of whom would have had experience of the Youth Employment Service rather than the adult Offices, between 19% and 27% for each of the 5 year age-groups criticise staff attitudes. There is a tendency for the proportion commenting on the unpleasantness of building and atmosphere to decrease with age (26% of 20-29's, 22% of the 30-34's, and about 20% of the 35-54's with a drop to 17% of those over 54), and a lower proportion of the over 50's (6-7%) complain about lack of job choice than the other age groups (12-14%). See table 12 Appendix B for full analysis by different age groups.

If, however, we look at the overall impression of the Employment Offices, table 55 below, while similar proportions of both men and women have favourable, mixed or neutral impressions, a higher proportion of women would not or could not express an opinion, and a higher proportion of men had an unfavourable impression.

Table 55: Proportions of men and women with unfavourable, favourable, mixed or neutral impressions of an Employment Office

Impression	Men		Women		All	
	%		%		%	
Unfavourable	57	62	52	60	55	62
Favourable	10	11	10	11	10	11
Mixed	6	7	5	6	6	6
Neutral	18	20	19	22	19	21
Don't know	8		13		10	
<i>No. on which % based:</i>	3,144		1,927		5,071	
<i>Base excluding don't knows</i>	2,881		1,671		4,552	

If the proportions are recalculated excluding the 'don't knows', the higher proportion of men with unfavourable impressions compared with women largely disappears.

Table 56 below shows that generally the higher the socio-economic group the greater the proportion of men and women with an unfavourable impression of an Employment Office; while nearly two thirds of men and women in professional occupations were unfavourably disposed towards the service, less than half of the unskilled manual workers had such an unfavourable view. However the differences between the groups in the proportions having a favourable impression of the Office were much smaller, the variation being partly explained by the greater proportions of semi- and unskilled manual workers who could not tell us anything about their ideas of an Employment Office.

If those who could not say what impression they had are excluded then it can be seen that the differences between the groups in the proportions with an unfavourable impression are reduced; over half the unskilled manual workers now having an unfavourable impression of the Employment Office.

Table 56: Impressions of an Employment Office of men and women in different socio-economic groups.

Impression	Socio-economic group													
	Professional				Employers and managers		Intermediate and junior non-manual		Manual Skilled		semi-skilled and personal service		unskilled	
	%		%		%		%		%		%		%	
Unfavourable	64	66	61	65	59	64	56	62	47	57	45	53		
Favourable	6	6	11	12	8	9	9	10	12	14	13	15		
Mixed	7	7	7	8	6	7	6	6	5	6	4	4		
Neutral	20	20	15	16	18	20	19	21	19	23	23	27		
Don't know	4		7		8		10		16		15			
No. on which % based	214		580		1,589		1,417		959		288			
Base excl. don't knows	206		542		1,459		1,272		803		246			

However, we have seen that a large proportion of both men and women are giving impressions which are based on little, if any, recent experience of Employment Offices. It might, therefore, be more useful to look at those workers who, in the past three years, have changed their job, and left their last job without having another job to go to - that is the people who might be considered as the potential users of the service.

Overall, there is a remarkable similarity between men and women who were recent potential users compared with the rest of the working population, as can be seen from table 57.

A higher proportion of women were not prepared to tell us their impression, but where they did, there is little difference between men and women in the four categories.

Table 57: Impression of an Employment Office compared for recent possible users of the service and for others.

Impression	Men				Women			
	Potential users		Rest		Potential users		Rest	
	%		%		%		%	
Unfavourable	58	62	57	63	54	63	51	59
Favourable	12	12	10	10	9	10	10	12
Mixed	8	8	6	6	4	5	6	7
Neutral	16	18	19	21	19	22	19	22
Don't know	6		8		14		13	
<i>No. on which % based</i>	432		2,712		602		1,325	
<i>Base excluding don't knows</i>		403		2,478		519		1,152

If, however, we look at these possible users in the light of whether they did in fact register, we find that registration affects both men's and women's impressions of the Offices (Table 58).

Table 58: Comparison of impressions of the Office for men and women who have registered while seeking work in the last three years.

Impression	Left last job - within last three years - without a job to go to:							
	Men				Women			
	Registered		Not Registered		Registered		Not Registered	
	%		%		%		%	
Unfavourable	61	64	51	59	44	52	56	65
Favourable	13	13	9	10	13	16	7	9
Mixed	9	10	5	5	12	14	3	3
Neutral	12	13	23	26	16	18	20	23
Don't know	4		12		15		14	
<i>No. on which % based</i>	286		146		121		481	
<i>Base excluding don't knows</i>		275		120		103		416

For men there is a shift away from the neutral and mixed impressions towards the unfavourable or favourable opinions of those who registered; for women, however, a much higher proportion who did not register have an unfavourable impression compared with women who did register. While the proportion of registering women with a favourable impression is higher than non-registering it seems likely that the biggest proportionate change is from unfavourable to mixed.

Those who registered mainly to get benefit or their cards stamped were more likely to make unfavourable comments than those who registered mainly to get a job. Also while the proportions were similar for those who said they had actually been sent after jobs compared with those who had not, those who went to an Office with display cards were less likely to make unfavourable remarks. (Table 59)

Table 59: Impressions of an Employment Office for those who registered compared by the main reason for registering, according to whether they were sent after a job, and according to whether the Office had display cards.

Impression	Registered mainly for:		Sent after a job?		Office had display cards	
	Benefit	Job	Yes	No	Yes	No
	%	%	%	%	%	%
Unfavourable	65	60	60	62	58	65
Favourable	10	16	15	13	15	13
Mixed	10	12	12	11	13	9
Neutral	15	12	13	14	14	13
No. on which % based	186 ¹	348 ¹	255	212	274	153

¹some people registered for both benefit and job

However people who had used other methods to look for a job in addition to registering were no more likely to think of an Employment Office unfavourably than those who had used the service alone in trying to find their current job: 56% of those using only the employment service to find a job had an unfavourable impression of it as did 62% of those who used other methods in addition to registering.

We have seen in the previous chapter that people's attitudes towards the staff and the service at the Employment Office they had used, did, to some extent, affect the likelihood of their trying to find a new job in the future through the employment service, and that considerably greater proportions of both men and women who had been sent after jobs by the Office said they would use the service again compared to those who had not been sent after vacancies. One would expect therefore that people with a favourable impression of the Office would be more likely to consider using the service again than those with an unfavourable opinion. Table 60 below shows the proportions of men and women who had a favourable opinion of the service who would use it again for future job-seeking; the table gives the proportions for both those who had used an Employment Office when looking for their current job and for those who had not used the service.

Table 60: Proportions of men and women with a favourable impression of an Employment Office who would use the service if they wanted to change their job in the near future: those who had and those who had not used the service when looking for their current job.

Informants who:	Men and women who had: used the service and whose impression was:				Men and women who had: not used the service and whose impression was:			
	un- favourable		favourable mixed		un- favourable		favourable mixed	
	%		%		%		%	neutral
Would use the service again	47	79	73	67	34	67	49	48
Would not use the service again	48	21	23	23	58	26	39	41
Were not sure	5	-	4	9	8	7	12	12
No. on which % based:	285	66	52	64	2,497	429	239	874

It can be seen from this table that among both those who had used the service and had not, people with an unfavourable impression of an Employment Office were the least likely to consider using the service in the future; just under half (47%) of those who had used the service and were unfavourably disposed towards it said they would use it again and only a third of those who had not used it when looking for their current job but had an unfavourable impression say they would consider doing so in the future. However 79% of those who were of a favourable opinion and who had used the service and 67% of those who had not done so but were favourably impressed said they would try to get a new job through an Employment Office.

In the next chapter we look at all the methods of job-seeking people say they might use next time they need to look for work and consider how their impression of an Employment Office affects their possible choice of the employment service as the most likely method of job-seeking.

15.0 Likely ways of looking for a job in the future

Informants earlier in the interview had been asked what methods they had actually used when they were looking for their current job and we have already discussed their answers to this; what were they likely to do the next time they needed to find a job?

All men and women in the sample who were currently working were handed a printed card¹ which listed ten different methods of job-seeking, including using the 'Government Employment Services'. They were then asked to say from their own experience, which of the methods shown on the card they thought they would be most likely to try if they had to look for a job or wanted to change their job in the next few months. Informants were then asked to say which method they would be next most likely to try, then least likely and finally next least likely to try. The methods were listed on the card in a random order, no deliberate attempt was made, for example, to put the likely popular methods either at the top or the bottom of the list.

15.1 METHODS MOST LIKELY TO BE USED WHEN LOOKING FOR A JOB

The table below shows which methods all who were currently working said that they would be most likely to use if they had to look for a job in the few months after our interviews.

Almost half (47%) of those interviewed said they would first try newspapers, with nearly one in four specifying local weekly papers; 14% said they would be most likely to approach an employer direct to see if he had any jobs available, either in person, by telephone, or in writing; 13% said they would use the employment services, and 12% would look in trade or specialist journals.

Only a very small proportion (4%) would first try a private commercial agency; 2% say they would look on noticeboards or in shop windows and only 1% would initially try to find a job through non-commercial agencies. When asked which of the suggested methods they would be next most likely to try, the order of popularity remained very similar; advertisements in local weekly papers, applying direct to an employer, and using the employment services were most frequently mentioned with over half the informants mentioning one of these three methods as their next most likely way of looking for work; non-commercial agencies, private commercial agencies and advertisements in shop windows or on notice boards, again attracted the smallest proportions; - only 7% of informants said that they would be next most likely to try one of these methods².

¹The card handed to informants is reproduced in Appendix C

²See table 13 Appendix B for full analysis

Table 61: Methods which all who were currently working would be most likely to use if they had to look for a new job.

Method	Informants who would be most likely to use method
	%
Studying advertisements in:	
Local weekly newspapers	23
Local and national evening papers	15
Direct application to an employer	14
Government Employment Services	13
Advertisements in: trade/professional/ specialist journals	12
national morning or Sunday newspapers	9
Asking friends or relatives	7
Private agency	4
Advertisements on notice boards or shop windows	2
Non-commercial agencies - schools, colleges, Trade Unions	1
<i>All currently working: base</i>	<i>5,056</i>

There are however differences in the proportions of men most likely to use each method compared to women; except for looking at advertisements on notice boards or in shop windows which was favoured by 1% of men and 3% of women, and applying through non-commercial agencies favoured by 1% of both men and women - see table 62 below.

Table 62: Methods that men and women who are currently working would be most likely to use if they had to change their job in the near future.

Methods	Men		Women	
	%	Rank	%	Rank
Studying advertisements in:				
Local weekly papers	11	6	32	1
Local and national evening papers	13	5	18	2
Direct application to an employer	16	2	11	3
Government employment services	15	3	10	4
Advertisements in: trade/professional/ specialist journals	14	4	8	5
national morning newspapers	17	1	5	8
Asking friends or relatives	8	7	5	7
Private agency	2	8	7	6
Advertisements on notice boards/ shop windows	1	9	3	9
Non-commercial agencies - schools, colleges, Trade Unions	1	10	1	10
<i>No. on which % based</i>	<i>3,113</i>		<i>1,907</i>	

These very small proportions favouring notice boards and non-commercial agencies were found for men and women of all age-groups, whatever their marital status, where they are in full-time employment. But even for men and women working part-time only 6% say that advertisements on notice boards is the method they would most likely choose. (see tables 14 and 15 Appendix B for full analysis by age, marital status and hours worked per week in current job.)

Studying advertisements in newspapers is the most likely method of job-seeking to be used by all women whatever their age, and irrespective of whether they are working full or part-time, although the very high proportion of women looking at local weekly newspapers might reflect the greater interest women have in finding local employment. This predominance of the local weekly paper as the most likely choice is also shown by young men up to the age of 29, although for youths aged between 15 and 29, the employment services are a close second as the most likely choice. The Government Employment Service also shows the second greatest proportion for men aged 40 to 49 and the greatest proportion for men 50 to 64.

15.1.1 Methods that men and women who registered at an Employment Office when looking for their present job would be most likely to use.

The table below shows for each of the prompted methods of looking for a job the proportions of those who had registered when looking for their current job saying they would be most likely to use that method for future job-seeking and the proportions for those who had not registered. The table also shows the rank position of each method for these two groups of men and women. (Where two methods were mentioned by equal proportions of informants ranking has been based on absolute numbers). It can be seen from the table that there is some variation between the two groups; while 20% of those who had used the employment service on the last occasion when they were looking for work, said they would be most likely to use the service again if they had to find a job, only 9% of those who had not registered thought they would be most likely to try this method in the future. Nearly half (49%) of those not registering would first try looking at advertisements in newspapers, with nearly one in four looking at their local weekly paper. Newspaper advertisements were popular with those who had registered last time, but a direct application to an employer was favoured by 20%; only 13% of those who had not registered would be most likely to try this approach. At the other extreme there was general agreement between the two groups as regards the least popular methods; less than 5% of either group would be most likely to try either looking on notice boards or in shop windows or to look for work with the help of non-commercial agencies. However specialist journals were favoured by rather more of those who had not registered (10%) than of those who had used the employment service when looking for their current job (4%) and it will be remembered that some of those not registering said this was because they were seeking specialist jobs.

Table 63: Methods which those who had registered at an Employment Office when looking for their current job would be most likely to use if they had to look for a new job.

Methods	Informants who would be most likely to use method			
	Registered		Not registered	
	%	Rank	%	Rank
Government employment services	20	=1	9	5
Direct application to an employer	20	=1	13	3
Studying advertisements in:				
Local weekly newspapers	20	3	24	1
Local and national evening papers	15	4	18	2
National morning newspapers	6	6	7	6
Asking friends or relatives	7	5	7	7
Private agency	5	7	7	7
Advertisements in trade/professional/ specialist journals	4	8	10	4
Advertisements on notice boards or shop windows	1	9	3	9
Non-commercial agencies - schools, colleges, Trade Unions	1	10	1	10
<i>No. on which % based</i>	472		1,403	

15.1.2 Methods most likely to be used when looking for a job by men and women who found their current job in different ways.

It would be expected that previous job-seeking experiences would have some effect on likely future behaviour, in that, for example, a method of job-seeking which worked successfully on one occasion, might well be the first method to try when next looking for work. To see how far this was true, we looked at all the people who had found their current job in a particular way and then at what proportions said they would be most likely to use that method of job-seeking if they had to look for a job again in the near future. Methods which had only found small numbers of people a job were excluded, but people who were offered their last job are included in the table for interest. The full analysis is shown in table 16 Appendix B. It can be seen from this table that for every method, with the exception of people who got their present job through informal contacts with friends or relatives, the method which found people their current job was clearly the most likely method of starting to look for work in the future for the greatest proportions of men and women. Well over half of those who had found their present job either by looking at advertisements in local weekly papers (61%) in local or national evening papers (56%) or through a private agency (61%) would initially try this method again if they had to change their job in the near future. Just under a third (30%) of those who had found their current job by applying direct to an employer would be most likely to try this method again, and over a third (38%) of those who had found their job through the employment service would be most likely to go back again for help.

Only 16% of those who had found their present job through friends or relatives would initially try this method again; looking in local weekly papers ranked higher, with 28% saying this was the method they would be most likely to try. It would appear from this evidence therefore that previous successful outcomes exert a strong influence on likely future behaviour.

Men and women who have been with their present employer for three years or more and who therefore had not been looking for work in the three years prior to interview gave answers to this question which closely resembled the pattern overall for all currently working: 22% said they would be most likely to look in local weekly papers, 14% would go to an Employment Office, and a similar proportion look at advertisements in evening newspapers. Only 2% would first look on notice boards or in shop windows, and a further 2% would try to find a job with the help of non-commercial agencies.

15.1.3 Methods most likely to be used when looking for a job by men and women who had an unfavourable impression of an Employment Office

In an earlier chapter we noted that over half (55%) of the men and women who were currently working had an impression of an Employment Office that could be regarded as wholly unfavourable, but that 10% gave answers which indicated a wholly favourable impression. A further 6% thought of the service as good in some ways and bad in others. One would expect the likelihood of these different groups initially to use the employment services if they needed to change their job in the near future to vary, as indeed it did: 28% of those with a wholly favourable impression would use the employment services as their most likely method of future job-seeking, compared to 16% of those whose impression of an Employment Office was mixed, and only 9% of those whose impression was totally unfavourable. On the basis of ranking, using the employment service was ranked in the top position by those with the favourable attitude, second by those who thought it had some good points and some bad, and only in sixth position by those with a wholly unfavourable attitude. For both these last two groups, looking at advertisements in local weekly newspapers took the highest ranked position.

15.2 METHODS LEAST LIKELY TO BE USED TO FIND A JOB

It might be expected that those methods which were said to be the most likely method of job-seeking for only a very small proportion of men and women, such as looking at advertisements in shop windows or on notice boards, or using non-commercial agencies, would correspondingly be said to be the least likely method of job-seeking by a comparatively large proportion of men and women. As can be seen from table 64 this was found to be true only to a limited extent.

Using notice boards and private commercial agencies which were ranked very low on the scale of methods most likely to be tried by men, were clearly the two methods least likely to be used by the greatest proportion of men - over half the men would be least likely to try one of these methods if they had to change their job. However non-commercial agencies, which only 1% of men said would be their most likely method of job-seeking, were regarded by only 7% of men as their least likely method of looking for a job and only 8% of men said they would be least likely to use the employment services as a method of job-seeking. Among women, non-commercial agencies, advertisements on notice boards and advertisements in the national morning papers had been the three methods ranked lowest on the scale of most likely methods of

job-seeking; on the scale of methods least likely to be used, advertisements on notice boards were ranked quite high - 16% of women saying this would be their least likely method of job-seeking, but only 9% of women said that non-commercial agencies would be their least likely method, and only 5% that advertisements in national morning papers would be the least likely method they would use to try to find a job.

Table 64: Methods that men and women who are currently working would be least likely to use if they had to change their job in the near future.

Methods	Men	Women	Men & Women
	%	%	%
Private Agency	33	30	32
Advertisements on notice boards/ shop windows	23	16	20
Asking friends & relatives	11	13	12
Government Employment Service	8	9	9
Non-commercial agencies - schools, colleges, Trade Unions	7	9	8
Direct application to an employer	5	9	7
Advertisements in national morning newspapers	5	5	5
Advertisements in trade/ professional/specialist journals	4	5	4
Studying advertisements in local weekly papers	3	1	2
Studying advertisements in local & national evening papers	1	1	1
<i>No. on which % based:</i>	<i>3,109</i>	<i>1,910</i>	<i>5,019</i>

Private commercial agencies ranked highest as the method least likely to be used by the greatest proportion of women; 30% mentioning this method but only 9% of women said they would be least likely to try the 'Government Employment Services'. The methods that we had found were very popular with women - looking in papers other than the national morning press - were said to be the least likely method of job-seeking by only 2% of women.

The most popular methods of job-seeking with men we had found were, studying advertisements in the national morning papers, making a direct application to an employer, and using the employment services; 48% of men gave one of these methods as their most likely method of job-seeking, however 18% of men gave one of these same three methods as their least likely method of job-seeking.

Finally we looked at the methods least likely to be used by men and women who had an unfavourable impression of an Employment Office. Only 11% of those with a wholly unfavourable impression said that the Government's Employment Service would be their least likely method of job-seeking. Private agencies, advertisements on notice boards and asking friends and relatives about vacancies, all ranked higher on the scale of methods least likely to be used by this group. Among those with a wholly favourable attitude towards the service only 2% said it would be their least likely method of looking for a job, and only 6% of those who thought the service was good in some ways and bad in others would be least likely to try the employment services when next looking for work.

16.0 Improving the employment service

In this report we have looked at the ways in which men and women found their present job, and in particular their use of and attitudes towards the employment services. We have also shown what proportion of all those who are currently working would first go to an Employment Office if they had to change their job or look for a new job in the near future. In this the final chapter concerned with the attitudes and experiences of the currently employed we consider what changes, if any, might be made to encourage more people to use the service when they next need to look for work. We start by looking at the proportions of men and women who say they would use the service if they wanted to change their job in the foreseeable future - table 65 below.

Table 65: Proportions of men and women who would use the employment service if they wanted to change jobs in the foreseeable future: those who had used the service in the previous three years and those who had not used the service in this period.

Informants who for future job- seeking:	Informants who in the previous three years					
	used the employment service			did not use the service		
	Men	Women	Men and Women	Men	Women	Men and Women
	%	%	%	%	%	%
Would use the service	55	63	57	45	35	41
Would not use the service	40	30	38	45	55	49
Not sure, don't know	4	7	5	10	10	10
<i>No. on which % based</i>	<i>361</i>	<i>142</i>	<i>503</i>	<i>2,776</i>	<i>1,770</i>	<i>4,546</i>

It can be seen from the table that men and women who had used the service in the three years prior to interview were more likely to consider using it again than those who had not used the service recently (the proportions being 57% and 41%); women who had not used the employment service in the previous three years were the least likely to consider using it in the future (35%).

Given that overall less than half of all our informants would go to an Employment Office when looking for work in the future, is there any way of encouraging a greater proportion to make use of the service?

Table 66: Proportions of men and women who think that there are changes that would improve the service, or make them more willing to use the service.

Changes which would improve/make informant more willing to use the service	Informants who in the previous three years	
	had used the employment service	did not use the service
	%	%
Yes, there are changes	55	24
No, no changes	43	38
Yes, but reservations	2	38
<i>No. on which % based</i>	<i>491</i>	<i>4,527</i>

Just over half (55%) of those who had used the service felt that it could be improved by changes, but only about a quarter (24%) of those who had not used the service in the previous three years felt that changes could be made which would make them more willing to use the employment service when next job-seeking. A further 38% might be willing to use the service with some reservations but 38% were certain that there were no changes which could be made which would encourage them to use the service.

It is worth noting that half of those who had previously used an Employment Office and who would do so again felt there were no changes which could improve the service; two-thirds of the same group who thought they would not use the service again, thought that it could be improved by changes.

16.1 INFORMANTS' IDEAS FOR IMPROVING THE EMPLOYMENT OFFICE SERVICE

Although there were considerable differences in the proportions thinking that the employment service could be improved by changes between those who had used an Employment Office and those who had not used the service there were only a few important differences in the kinds of suggestions they made; all suggestions put forward by the two groups of informants are shown in table 67. A large number and variety of suggestions were made but generally they were concerned with three areas; suggestions which involved the Employment Office staff, suggestions which involved the facilities or conditions at the Offices themselves and suggestions concerning the vacancies - their quality, number and availability. Among those who had used the service recently the greatest proportion of suggestions concerned the staff and the smallest concerned the vacancies, while among people who had not used the service in the previous three years very similar proportions made suggestions in each of these three broad areas.

Table 67: Proportions of informants who had used the employment service in the previous three years and who had not used the service in that period suggesting changes that would improve the service or make them more willing to use it.

Suggested changes	Informants who in the previous three years	
	had used the employment service	had not used the service
	%	%
<u>Suggestions involving Employment</u>		
<u>Office staff</u>		
Staff should be more considerate/friendly	28	25
Staff should know more about the jobs available	25	21
More time should be spent on the interview	8	2
Better advice on rehabilitation/training schemes	3	2
<u>Suggestions which involve conditions at the Employment Office:</u>		
Less waiting about	17	10
Improve comfort and conditions	14	12
More privacy	9	12
Different sections for different types of worker	6	7
Different opening hours	1	2
Have nearer/local Offices	3	4
Avoid the dole image	6	7
<u>Suggestions concerned with the vacancies:</u>		
Improve the quality and range of jobs dealt with	11	18
Approach employers to register more/better jobs	8	8
Advertise vacancies in the Office windows/have or improve self-selection system	6	7
Give wider publicity to service and jobs available	6	18
Send out circulars of vacancies	2	2
<u>Other suggestions</u>	14	9
<u>No. of informants with suggestions: base</u>	271	1,083

The change suggested most frequently by both groups concerned improving the attitude of the staff; 28% of those who had used the service said that the staff should be more considerate and friendly and 25% of those who had not used the service gave this as one of the changes that would make them more willing to use the service. Only slightly smaller proportions (25% and 21%) suggested that the Office staff should know more about the jobs available. Not unexpectedly those who had used the service rather than those with no recent experience were more likely to suggest that more time should be spent on the interview, but even so, less than one in ten saw this as an area for improvement. People who had used the service were also more likely to suggest that something should be done about the waiting and queuing at the Offices (17% mentioned this compared with only 10% of those who had not used the service). Apart from generally better standards of comfort and conditions - suggested by 14% of those who had used the service and 12% of those who had not - and improving privacy - suggested by 9% and 12% of the two groups respectively, other suggestions concerning the Offices themselves were made by less than 10% of either group. However people who had not used the service were more likely to suggest that the range and quality of jobs should be improved, and that the service and the jobs available should be more widely publicised; in both cases 18% of those not using the service said that such changes would make them more willing to do so in the future when job-seeking. Eight per cent of both groups specifically suggested that employers should be asked to register more and better quality vacancies and about 7% favoured more self-service systems and displays of vacancies.

It should be remembered that although there were a great many and great variety of changes suggested by informants which would improve the service for them or make them more willing to use it, since the time of this study, many of the improvements suggested by our informants, particularly those concerned with conditions at the Employment Offices, have been implemented. If people are aware that these improvements have been made, then on the evidence of this study, many more men and women who had not used the service when they were looking for their then current job should be willing to do so for future job-seeking.

16.2 IMPROVEMENTS TO THE EMPLOYMENT SERVICE THAT WERE SUGGESTED TO INFORMANTS

In the final stages of the interview informants were handed a set of thirteen small cards each of which showed a suggested improvement which could be made to the service. The cards were previously shuffled by the interviewer so that they were in random order. Some of the suggestions shown on these cards had already been made spontaneously by informants themselves and some had been discussed earlier in the interview, but at this point informants were asked to sort the cards into two packs: if they had used the employment service in the previous three years, they sorted them into those they thought important and those not important, or if they had not used the service in this period they were asked to sort them into those which they thought would make them more likely to use the service and those which would not make them more likely to use the service. Generally there were few differences between the two groups in the proportions regarding any particular item as important; where there were differences it was the people who had not used the employment service in the last three years who were the more enthusiastic - with one notable exception: a third of those who had used an Employment Office thought it important that the Office should be sited near a Social Security Office, compared with just under a quarter (23%) of those who had not used the service in the previous three years.

Table 68 below shows the proportions of informants who had and had not used the service, who felt the suggested changes would improve the service.

Table 68: Proportion of informants who felt that thirteen suggested improvements would improve the service for them or make them more likely to use it.

Suggested improvements	Informants who in the previous three years			
	had used the employment service		had not used the service	
	%	Base	%	Base
Office sited near:				
where you may work	27%	490	35%	4,414
a busy shopping centre or high street	26%	489	33%	4,412
a bus, rail or tube station	46%	490	44%	4,390
a Social Security Office	33%	485	23%	4,375
Office open:				
on Saturday mornings	52%	486	56%	4,387
late one evening	60%	489	63%	4,417
A selection of jobs on display outside the Office	64%	489	61%	4,412
Being able to select suitable jobs from records rather than being told what's available	73%	489	73%	4,411
Office having more than just local jobs	58%	486	59%	4,406
Being able to make an appointment for an interview	74%	490	78%	4,417
The payment of unemployment money in a quite separate building from that used for employment services	47%	488	49%	4,398
Out of earshot of other clients while being interviewed	70%	490	76%	4,415
Out of view of other clients while being interviewed	56%	489	69%	4,414

Most of the suggested improvements received considerable support; different opening hours - late opening one evening a week being slightly more favoured than Saturday morning opening, was mentioned by over half of both groups of informants; jobs covering a greater catchment area was widely supported - 58% of those who had used the service and 59% of those who had not used the service in the previous three years thought this was an important improvement. Better display facilities were favoured by just under two-thirds of both groups of informants, while a system of self-selection was regarded as important by nearly three-quarters of all informants. More privacy which about one in ten had earlier mentioned spontaneously was thought to be an important improvement by a much greater proportion when it was suggested to them. Being out of earshot was slightly more important than being out of view of other clients, although men and women who had not used the service were more concerned with not being seen by other clients while being interviewed, than those who had actually used an Employment Office in the previous three years.

Of the different suggested sitings for Employment Offices, being near public transport facilities was the most popular, but even here less than half of either group regarded it as an important improvement. Siting an Employment Office near to their place of work, or in the town centre were suggestions favoured by rather greater proportions of those who had not used the service compared to those who had: about a third compared with about a quarter. However the suggestion which received most support from both groups was that clients of the service should be able to make an appointment for an interview at the Employment Office; 74% of those who had previously used the service regarded this as an important improvement, and an even greater proportion - (78%) of those who had not done so, said that this improvement would make them more likely to use the service for future job-seeking.

Among those who had used the employment service in the previous three years there were only five people (1%) who regarded none of the suggested improvements as important, and among those who had not used the service during that period only 5% said none of the improvements would make them more willing to use the service. This contrasts with our earlier findings when before these improvements were suggested to them, 43% of those who had used the service said there were no changes that would improve the service and 38% of those who had not used it in the previous three years said there were no changes that would make them more willing to use the service in the future (see table 66 page 83).

16.2.1 Would these improvements still be thought important given a good choice of jobs

Having made their selection of cards showing improvements that they felt were important or which were more likely to make them use the employment service, informants were then asked to say which, if any, of those selected would still matter if the Office could offer a good choice of jobs.

Of the 4,282 men and women who had not used the employment service in the previous three years and who had thought that at least some of the suggested improvements would make them more likely to use the service for future job-seeking, nearly one in four (24%) said that none of them would matter if the choice of jobs were improved. In effect this means that if the sole improvement made to the employment service was to increase the choice of jobs available, 22% of all those who had not used the service in the three year period before interview would be more likely to do so if they wanted a new job in the future.

Among those who had used the service more recently, 19% of those who thought some of the suggested improvements important said they would no longer matter given an improved choice of jobs; this represents 17% of all who had used the service in the previous three years.

Nevertheless there remained a majority of people in both groups who still regarded some of the improvements previously suggested as important even if they were given this improved choice of jobs. Table 69 below shows the proportions of informants who felt that the thirteen suggested improvements would still matter.

Table 69: Proportion of informants who felt that the thirteen suggested improvements would still matter even if the Office could offer a good choice of jobs

Suggested improvements	Proportion who thought item would still matter			Of those who originally thought item was important proportion who thought item would still matter		
	In previous three years informant			In previous three years informant		
	had used the service	%	had not used the service	had used the service	%	had not used the service
Office sited near: where you may work a busy shopping centre or high street a bus, rail or tube station a Social Security Office	13 14 28 18	37 44 50 37	16 23 9	39% 44% 49% 43%	Base 133 125 225 162	Base 1,532 1,435 1,914 990
Office open: on Saturday mornings late one evening	37 44	58% 59%	37 43	58% 59%	251 292	2,448 2,785
A selection of jobs on display outside the Office Being able to select suitable jobs from records Rather than being told what's available Office having more than just local jobs Being able to make an appointment for an interview	33 50 37 61	41% 55% 51% 66%	31 47 35 64	41% 55% 51% 66%	315 358 283 365	2,711 3,213 2,592 3,467
The payment of unemployment money in a quite separate building from that used for employment services Out of earshot of other clients while being interviewed Out of view of other clients while being interviewed	30 59 48	51% 68% 69%	28 64 56	51% 68% 69%	228 344 272	2,151 3,346 3,029
Base = 392			Base = 3,267			

It can be seen from table 69 that being able to make an appointment for an interview at an Employment Office was still the suggested improvement favoured by the greatest proportion of both groups of informants. However, better privacy in being out of earshot of other clients while being interviewed was now equally favoured by those who had not used the employment service in the previous three years. It can also be seen that while initially a somewhat greater proportion of those who had not used the service said they would be more likely to use it in future if an Employment Office was sited near their place of work, or in a town centre, compared with those who had not used the service, if the Office was able to provide a good choice of jobs then there was no difference between the proportions of these two groups thinking that these particular improvements were important. People who had used the service in the previous three years were, however, still more likely to maintain that having an Employment Office near a Social Security Office was an important improvement, although for both groups this continued to be one of the least supported of the thirteen suggested improvements.

By looking at the right hand columns in table 69 - of those who originally thought an item important, the proportion who thought that item would still matter given a good choice of jobs, - it is possible to get some idea of how strongly people felt about the importance of the various suggested items. For example, although we have seen that being able to make an appointment for an interview was initially favoured by a comparatively high proportion of informants, did these people regard such improvements of sufficient importance that a high proportion would still feel that they would matter even given a good choice of jobs?

Some interesting findings emerged from this analysis. Considering first those people who had used the service in the three years prior to interview: we saw earlier that of the two ways of improving privacy that were suggested, being out of view of other clients while being interviewed at an Employment Office was less favoured (by 50%) than not being overheard while being interviewed (thought to be important by 70% of informants). We now find that very similar and very high proportions of those who originally regarded these improvements as important continue to say they would matter (69% and 68%). From this we conclude that although improving privacy with regard to being seen was not one of the most popular improvements, it was nevertheless a very important consideration to those who were worried about this aspect of the service. We also found that although a system of self-selection of jobs, and display facilities outside the Office were initially popular (73% said that a self-service system was important, and 64% thought external display facilities important) when given an improved choice of jobs only just over half (55%) maintain that self-service is still important, and only 41% see display facilities as continuing to be important.

On comparing the two groups of informants, it is apparent that for each suggested improvement a larger proportion of those who had not used the service felt that suggestion was no longer important given an improved choice of jobs, compared with those who had used the service in that period. While among those who had used the service for some of the suggested items over two thirds of those who had originally said they were important maintained that they would still be important only 'being out of earshot of other clients while being interviewed' continued to gain a similarly high proportion of support (62%) amongst those who had not used the service; for most items less than half of those who had originally said that such an improvement would encourage them to use the service, maintained it would still matter even if they were given a good choice of jobs.

Less than half of those who had not used the service in the previous three years and just over half of those who had done so, initially said that they would use the employment service for future job-seeking. About half of those who had used the service previously suggested changes to the service which they felt were important, but only about a quarter of those who had not used the service suggested improvements which if implemented they said would make them more likely to use the service in the future. The most frequently mentioned specific change suggested by both groups was that the Employment Office staff should be more considerate. About half of those who had not used the service and a third of those who had, mentioned changes concerned with improving the quality, choice or availability of jobs. When a range of improvements was suggested to informants, only 1% of those who had used the service and 5% of those who had not done so said that none of these suggested changes were important or would make them more willing to use the service. The suggestion supported by the greatest proportion of both groups was that people should be able to make an appointment for an interview at an Employment Office. Only about one in four of those who had used an Employment Office thought that siting an Office near a busy shopping centre or high street was important and among those who had not used the service a similarly small proportion thought that putting an Employment Office near a Social Security Office would make them more likely to use the service in the future. Nearly a quarter of those who had not used the service and a fifth of those who had done so, said that if the choice of jobs was improved none of the improvements they originally were in favour of would still matter. Among those who mentioned that some of the suggestions were still important, being able to make an appointment for an interview, and more privacy were the most frequently mentioned.

17.0 The unemployed and those who were off-sick with no job to return to

17.1 INTRODUCTION

The section that follows looks at the experiences and attitudes of those men and women in the sample who were either currently unemployed or off-sick but without a job to return to. In general, we have treated them as a completely separate group, analysing and describing their attitudes and experiences and comparing differences within the group as a whole, for example, as between men and women, and between those who were registered as unemployed and those who were not. On occasions however it has seemed sensible to compare the views of this group with those of the men and women in the sample who were currently employed. This group is of course discussed in detail elsewhere in this report, and when reference is made in this section of the report, cross-references to these more detailed discussions will be given. The amount of comparative analysis, between both this particular group and the other groups in the sample as a whole, and to some extent even within this particular group, has been severely limited by the comparatively small numbers involved; in all we are concerned here with a total of only 130 men and women.

17.2 THOSE WHO WERE OFF-SICK WITH NO JOB TO RETURN TO: NOTE

There were 33 men and six women in the sample who said that currently they were off-sick, but that they had no job to return to when they were better. Nearly half, (16) of the men were aged 55 or over, with eleven being aged 60 or over. A further six were between 50 and 54, and the remaining eleven under 50. Of the women one was a girl of 16, and the remaining five were between 49 and 60 years of age.

At the design stage of the study, it had been thought that those who were currently off-sick but who had no job to return to would, like the unemployed, generally be looking for work. It was decided therefore, that these two groups of people could be treated as one and interviewed on the same questionnaire. This particular questionnaire was mainly concerned with what the informant was doing to find a job, and in particular, what use was being made of the Department's own services. At the primary analysis stage it was found that many of those who were off-sick were not, in fact, as we had assumed, actively looking for work at that time. In some cases they were waiting for a return to good health before starting to look for a new job, but in many cases, they did not consider that they would work again; effectively they had retired prematurely. This of course meant that many questions seemed inappropriate and they were unable to answer them; this in turn has reduced even further the already limited numbers for analysis at some questions.

In retrospect it would probably have been more appropriate to have regarded such people as being more like those who also were not currently employed, who had worked in the previous three years, but who were not actively seeking work at that time. Such people were interviewed on a separately designed questionnaire. However those men and women who were off-sick and without a job to return to have been included in the discussion that follows, and where possible we have distinguished between them and the unemployed, and in particular between those who were and those who were not looking for work.

17.3 WHO WERE THE UNEMPLOYED?

There were 99 men and 31 women in the sample who were either unemployed or off-sick with no job to return to, about 60% of both the men and the women were over the age of 40. Table 70 below shows an analysis by age for both men and women who were unemployed or off-sick.

Table 70: Proportions of men and women in different age-groups who were either unemployed or off-sick with no job to return to.

Aged	Unemployed			Off-sick with no job to return to			All		
			Men and Women			Men and Women			Men and Women
	Men	Women		Men	Women		Men	Women	
	Nos	Nos	%	Nos	Nos	Nos	Nos	Nos	%
Under 40	[32]	[11]	47	[7]	[1]	[8]	[39]	[13]	40
40 and over	[33]	[14]	53	[26]	[5]	[31]	[59]	[18]	60
Total ¹	65	25	91	33	6	39	98	31	129

¹excludes one unemployed man for whom age was not known

The table shows a comparatively large proportion of older men and women but it must be remembered that at the time this study was carried out, May-June 1973, the economic situation, particularly with regard to unemployment was very different. At mid-1973 unemployment was about 3%, at July 1976 unemployment was at about 5.6%, and in particular there is now considerable concern about the increasing numbers of younger unemployed. It should also be remembered that our analysis includes a number of men and women, among those who were off-sick, who were approaching retirement age, and who did not expect to work again.

The employment pattern for the group was looked at in two ways; length of present unemployment, and stability of previous employment. Considering the current period of unemployment we found that just over half (54%) of the group had been unemployed for less than a year, but about one in five had been without a job for at least three years. Closer investigation showed that of the 28 men and women who had been unemployed for three or more years, nearly two-thirds were men over the age of 40, and as many as 14 were currently off-sick, often with long-term illnesses such as chronic bronchitis, asthma or heart trouble.

Looking now at stability of employment we found that of the 70 men and women who had been unemployed for less than a year, nearly two thirds had had only one job in that 12 month period, but a further 29% had held two posts, and the remaining 6% three or more jobs, including one informant who had been through as many as nine jobs in the twelve month period.

The differences between those who had been unemployed only a short time, and the longer term unemployed were very clear when we asked how long they had been in their last job - see table 71 below.

Table 71: How long informants had been in their last job; those who had been unemployed for less than a year, and those who had been unemployed for up to three years.

Length of time in last job	Those unemployed for less than 12 months	Those unemployed for one year but less than three	Both groups
	%	Nos	%
Less than 3 months	25	[3]	20
3 months - less than 6 months	18	[1]	14
6 months - less than one year	17	[5]	17
1 yr - less than 2 years	7	[5]	10
2 or more years	33	[14]	38
<i>No. on which % based</i> ¹	70	28	98

¹excludes one person not answering

Having noted that a third of those who had been unemployed for less than 12 months had had at least two jobs in that 12 month period, we naturally found this reflected in the high proportion of that group who were less than six months in their last job. Nevertheless it contrasts clearly with the analysis for those who had been unemployed for a longer period, and whose previous job was more likely to have been long term: half of this group had been in their last job for at least two years.

Looking briefly at the sorts of jobs that these informants had last held, we found that just over half had been working in manual occupations, including nearly one quarter who had been unskilled manual workers, and that one in five had last been working as, for example, shop assistants, filing clerks or in other occupations classified as 'junior non-manual' occupations.

17.3.1 Reasons for leaving the last job

Generally informants who had had a job in the past three years had either taken a break before starting to look for a new job (35%), or more likely had started looking for work immediately on leaving their old job (47%). Only 18% of informants had started looking for a new job while they were still employed, although as we subsequently found, the majority of informants had left their last job voluntarily, very few had been dismissed and hence might not have had the opportunity of finding something new while they were still in employment. Rather more of those who were off-sick, compared to those who were unemployed, had taken a break before looking for a job, but in fact the majority of this group had found it impossible to answer this particular question, since it assumed they would be currently looking for work; because of their continuing ill-health many were not doing so.

The table below shows the reasons given for leaving their last job by all those who were currently without a job but who had been employed in the last three years. In all 40% of informants said that they could have continued in their last job, had they wished to do so.

Table 72: Main reasons given by informants for leaving their last job: those currently without a job but who had been employed in the last three years.

	%
Dismissed	18
Made redundant/anticipated redundancy	20
Temporary work, job finished, contract ended	9
Ill health	24
Disliked the work, the conditions, other staff	12
Hours inconvenient, too far to travel	3
Wanted more money/better prospects	3
Change in personal circumstances - got married, having a baby etc.	4
Other answers	6
No. on which % based:	98

17.4 USING THE DEPARTMENT'S SERVICE

In talking to informants who were currently employed we had found out what use they had made of the Department's services when they had been looking for their current job, and also whether they had ever considered using the service while they were still working, perhaps when they were thinking of changing their job. With this particular group of informants we had the opportunity to find out what they were currently doing to find a job - whether they were using the employment services, and if not, why this was; how they thought the various methods of looking for a job, which they were trying, compared; their attitudes to a whole range of specific points about the service at the Employment Offices; and generally to ask more detailed questions about their current situation. Again we were hampered both by the small total numbers of men and women who were unemployed, and more especially by the necessary exclusion from a considerable number of analyses of those who were not actively looking for work; hence the analyses and conclusions that we have been able to draw have been limited.

17.4.1. Registering at an Employment Office

Two-thirds of those currently without a job had registered as unemployed with the Department of Employment, this includes three young people who had registered with the Youth Employment Service and a further four who had registered with the Professional and Executive Recruitment Service. Of the men who were without work, nearly three quarters had registered compared with just over half of the women, but men and women under 40 were no more likely to have registered than those of 40 and over.

Table 73: Proportions of men and women who were unemployed or off-sick with no job to return to who had registered with the Department of Employment.

	Unemployed			Off-sick, no job to return to		All		
	Men	Women	Men and Women	Men and Women		Men	Women	Men and Women
	%	Nos	%	Nos		%	Nos	%
Registered	92	[14]	82	[14]		73	[16]	68
Not registered	8	[11]	18	[25]		27	[15]	32
<i>No. on which % based:</i>	63	25	88	39		96	31	127

As the table above shows there were considerable differences between the proportions of unemployed who registered with the Department, and the proportions of those who were off-sick and who registered; while just over eight in every ten of the unemployed registered, less than four in ten of those who were off-sick had done so.

17.4.2 Those who did not register as unemployed at an Employment Office

Of the 41 informants who had not registered as unemployed with the Department, 25 had said they were off-sick, and a further two said they were really not fit enough to take a job, although they had described themselves as unemployed. Only four of the unemployed said it was because they were not likely to find suitable jobs through the service, a further four said they preferred to find their own jobs, or gave other answers, including three who said they were not entitled to unemployment pay because they had left of their own accord, or did not have enough stamps. These last three informants clearly regarded the drawing of the benefit as the main reason for registering.

Since they had not registered at an Employment Office what were these informants doing to find a job? Twenty-two of the 41 (54%) were doing nothing at the time of interview, and we have already seen that a similar proportion had said that the reason they had not registered was because they were unfit for work or were not actively looking for work at that time. Among those who were doing something to find a new job, the most popular method was to look in the newspapers; 17 of those who had not used an Employment Office were studying newspaper advertisements, with local and national evening newspapers being the most popular. Two informants had been looking at notice boards and advertisements in shop windows, two had asked friends and relatives if they knew of any vacancies, and three informants had approached prospective employers direct. Only two informants - both women - had been to a private agency to try to find a job.

17.4.3 Those who registered at the Employment Office

Just under a third (31%) had done so mainly for the payment of benefit or to get their card stamped, and a third mainly in the hope that the service would find them employment. The remaining informants (36%) had both reasons in mind when registering.

When those who were unemployed and had registered and those who were off-sick and had registered were compared, there was some indication that as would be expected, the informants who were in ill-health were more likely to be registering in order to draw benefit or get their stamp, rather than in the hope of finding a new job.

17.4.4 Other methods of job-finding used by those registered

Of the 86 men and women who had registered at an Employment Office, 25 (29%) were relying solely on the employment services to find them a job and had done nothing else towards looking for a suitable vacancy. Among the 61 informants who had tried other methods of finding a job, the most frequent course of action was to study the advertisements in newspapers; this method was being tried by nearly three quarters of the informants; local and national evening newspapers were the most popular. A direct approach to a prospective employer was also popular, with just over half the informants trying this method to find a job. Asking friends and relatives and using a private agency each accounted for about 10%.

Table 74 below shows the methods used to try to find a job by each group of informants and by all who were either unemployed or off-sick with no job to return to.

Table 74: Methods used to try to find a job by those who had registered at an Employment Office and by those who had not registered.

	Those who had not registered at an Employment Office		Those who had registered at an Employment Office		All who were unemployed or off-sick with no job to return to	
	Nos	%	Nos	%	Nos	%
Total no. of informants	41	100	86	100	127	100
Nothing done/no other method used	22	54	25	29	49	39
Total no. of informants trying other methods = base	[19]	*	61	100	80	100
Methods used:						
Adverts in newspapers	[17]	*	45	74	62	78
Direct approach to employer	[3]	*	31	51	34	43
Using a private agency	[2]	*	6	10	8	10
Asking friends/relatives	[2]	*	7	11	9	11
Look at notice boards	[2]	*	-	-	2	3
Other methods	[1]	*	2	3	3	4

*Base too small to calculate percentages

It can be seen from the table above that the main competitor to the government's service as a method used to find a job was the newspapers and those informants who had been looking at newspaper advertisements in the hope of finding a job were asked what advantages they felt this method had over using the employment service.

One third of those who were also using the government's service in addition to looking in newspapers felt they had no particular advantages, but nearly two-thirds thought the newspaper advertisements covered either more or better quality jobs. One in five preferred newspapers because they were easily available and because it would be easier to follow up any potentially suitable job. Among those who were not using the Department's service, one quarter felt that newspapers were better in that they had better quality and a greater variety of vacancies advertised but a third mentioned their easier availability, and a quarter that this method of looking for a job would not involve waiting at the Employment Office to see someone, and then being sent on to the employer for interview. When it is remembered that many of those who had not registered at an Employment Office were in ill-health their concern with easy access to sources of vacancies, and attempts to avoid travel and waiting around are understandable.

The table below shows a full analysis of the advantages of the various types of newspapers as a method of looking for a job compared with using the Department's service, given by those currently without a job.

Table 75: Advantages of newspapers as a method of looking for a job compared with using the employment service.

Advantages	%
More/better jobs available, greater variety	52
More readily available	26
Avoids delays waiting at Employment Office, quicker to get in touch direct	12
More suitable for particular job requirements	3
Get more detailed information prior to contacting firm	8
More helpful than employment service	6
No advantages	27
Other answers	8
<hr/>	
<i>All currently seeking work and using newspapers as a method of looking for a job: base</i>	<i>66</i>

17.4.5 Summary

In this section we have considered what our informants were doing to try to find employment. Initial analysis showed that 67% were registered with the Department, but when those who were not actively looking for work, generally through ill-health, are excluded from the calculation, this proportion who had registered rises to 85%. Some people had not registered because they preferred to find their own job; some thought that the Department's service did not deal with their particular job needs and some thought they were ineligible for unemployment benefit.

This last reason prompted us to look at those who had registered to see whether their prime objective in registering was to get a job, or to draw benefit; about a third had done so principally for the payment of benefit money, but an equal number were mainly hoping that the service would find them a job.

When we looked at what else, apart from registering, informants had done to find a job we found that nearly a third were relying solely on the employment service. Among those who had looked elsewhere, and among those who had not registered at an Employment Office, studying newspaper advertisements was the most popular method to use. The principal advantages of using newspapers compared with the Department's service were said to be their wider coverage - in terms of both a greater variety of jobs, and better quality jobs, their easier availability, and that they provided a more direct method of finding a job - they avoided the delays incurred by going to an Employment Office. Just over a quarter of those who had tried looking in newspapers felt however that they had no particular advantages over using the Department's service.

17.5 ATTITUDES TOWARDS THE EMPLOYMENT SERVICES

This section looks at the attitudes of this group of informants towards the Department's employment services, finding out what their overall impression was. In the section that follows we look more specifically at particular aspects of the service used by those who registered as unemployed.

17.5.1 Informants' overall impressions of an Employment Office

We have already discussed the limitations of asking a question such as "when you think of an Employment Exchange what sort of picture do you have?" and also how the answers to this question were broadly classified into four groups, those which were critical, disapproving or disparaging, those which were approving or complementary and those which were mixed or neutral. The overall impression of an Employment Office of those without a job is shown below and is compared with the impression of those currently working.

Table 76: Overall impression of an Employment Office of men and women in two age-groups

Impression	Those currently unemployed or off-sick with no job to return to				All currently working	
	All ages		Men and Women		All	
	Men	Women	Under 40	40 and over		
	%	%	%	%	%	%
Wholly unfavourable	49	40	65	35	47	55
Wholly favourable	27	30	8	40	28	10
Mixed	10	20	12	13	13	6
Neutral	10	7	12	8	9	19
Don't know	3	3	2	4	3	10
<i>No. on which % based</i>	<i>96</i>	<i>30</i>	<i>49</i>	<i>77</i>	<i>126</i>	<i>5,104</i>

Over a quarter of the men and a slightly higher proportion of all those without a job had a wholly favourable impression of the Employment Offices, and 40% of men and women aged 40 and over made only favourable comments; compared with only 8% of those under 40. Indeed men and women under 40 and without a job, reacted far less favourably; almost two-thirds made only unfavourable comments and a further 12% found some good things to say and some bad, a third of those aged 40 and over made only unfavourable comments, and 8% found some good things to say as well as some bad.

Compared with men and women currently employed, the unemployed regarded the Offices with more favour, even allowing for the fact that almost three times as many of those currently working commented either in a neutral way or not at all compared with the unemployed.

If we consider the nature of the comments, there are considerable differences between the unemployed who had registered at an Employment Office and those who had not registered and also as compared with those currently working - table 77.

Table 77: Informants' overall impression of an Employment Office: detailed comments

Impression of an Employment Office	Unemployed or off-sick with no job to return to		All currently working
	Registered	Not Registered	
	%	%	%
Unpleasant atmosphere/building	13	24	16
Staff unfriendly/unhelpful/superior	26	27	20
Queues for jobs/waiting	13	7	22
Queues for dole	4	2	19
Disparaging remarks about clientele	10	15	3
No privacy	1	-	10
No choice/poor jobs	26	10	12
Bureaucracy/red tape	2	5	3
Other unfavourable remarks	10	2	10
Pleasant atmosphere/building	12	-	3
Friendly helpful staff	33	22	29
Good place of recruitment	4	7	5
Good place-nothing else specified	1	7	3
Other favourable answers	1	2	1
Indifferent about premises	1	12	5
Agency for general trades	15	20	16
Place to collect dole	8	15	17
Place to obtain passport	-	-	10
Place for unemployed	5	-	11
Other neutral answers	1	-	2
Don't know, never been	1	7	1
			2
			10
No. on which % based	86	41	127
			5,104

The most frequent complaints from the registered unemployed were lack of job choice, staff attitude, and queuing. As many of the registered made complimentary remarks about the building and atmosphere as made disparaging comments, and a higher proportion said the staff were friendly and helpful.

Those without a job who were not registered were more likely to make unfavourable comments about staff treatment and the building and atmosphere than other things and more made disparaging remarks about others using the Office facilities.

Not only did a higher proportion of the registered unemployed have a favourable impression, they also commented favourably on more aspects.

17.5.2 Summary

We initially asked all informants to tell us spontaneously about their own impression of an Employment Office. For some informants this was all the information we had, but for those who had registered as unemployed we were later able to obtain more detailed information about their own recent experiences. At this open question there were three main aspects that seemed of most concern to our informants; firstly the attitude of the staff, where opinion was more or less equally divided between those who saw them as helpful and friendly and those who were less favourably disposed; secondly the choice and quality of jobs, where the impression was generally one of a limited choice of poor quality jobs; and thirdly a concern with physical surroundings, in particular with the buildings where a bad impression outweighed a more favourable impression by two to one. More detailed analysis showed that some groups held particular views of their own; for example, women were particularly worried about privacy, and those who had actually registered as unemployed were especially concerned with the poor choice of jobs. We also found that younger men and women (under 40) were generally more critical than the older informants. Generally, however this group of informants who were without jobs had a more favourable impression of an Employment Office than those who were currently working, and who had answered this same question. But again the poor choice of jobs was highlighted by the unemployed.

We now go on to look at informants' recent experiences in using the service.

17.6 THE SERVICE AT THE EMPLOYMENT OFFICE

We have already discussed the reasons why some people had decided not to register as unemployed with the Department, and have also looked at the various other methods informants were trying in their efforts to find employment. This section discusses the views of those 86 informants who had registered at an Employment Office on the service and help they had received when they were looking for work.

17.6.1 Offers from the Employment Office

Up to the date of interview only 36 of the 86 informants (42%) who had registered as unemployed at an Employment Office reported being sent after a job; 14 had only had one offer from the Employment Office, and a further 14 had been sent after two or three jobs; two informants had been sent after as many as ten jobs - one had been registered for 11 months, but the other informant, a painter and decorator by trade, had been on the books at the exchange for only five weeks.

The table below shows for those who had registered at an Employment Office, how long they reported being on the register and how many jobs they said they had been sent after in that period.

Table 78: Numbers of jobs offered to those registered at an Employment Office for different lengths of time (numbers only)

Length of time registered	Numbers of jobs sent after						Total*
	None	1	2	3	4	5 or more	
Up to 4 weeks	9	4	1	-	-	-	14
5-13 weeks	9	1	2	2	1	1	16
14-26 weeks	5	5	1	-	2	-	13
27 weeks to less than 1 year	6	1	2	-	-	1	10
1 yr - less than 2 years	8	-	1	1	-	1	11
2 years or more	9	3	1	2	-	-	15
Totals*	46	14	8	5	3	3	79

*excludes: four informants who had been sent after no jobs and one informant who had been sent after three jobs for all of whom length of time registered was not known, and also two informants for whom no. of jobs sent after was not known.

It can be seen from the table that over half of those who had been registered for 13 weeks or more reported that they had been sent after no jobs by the Employment Office during that period.

Of the 36 people who had been sent after vacancies, a third reported that as far as they knew the clerk at the Employment Office had not notified the prospective employer that someone was coming along for interview, and in just under one half of the cases, informants said they had on one occasion been sent after a job which was already filled.

Of the 36 informants who had been sent after jobs by the Employment Office, three quarters were in favour of being sent along to see a prospective employer even if their skills or age did not quite match the employer's stated requirements just in case there was a chance of being taken on. However, only one quarter of these informants reported that this had in fact been tried and again generally it was on just one occasion.

Fourteen of the 36 informants who had been sent after a job felt that from their point of view, at least some of the jobs they had been sent after were unsuitable; four said that they had been warned by the exchange staff before they went along for an interview that the job might not be what they were after.

17.6.2 Attitudes towards the staff at Employment Offices

In addition to asking for the views of informants on the quality of the service provided by the Department, in terms of the range of jobs available and their success in finding a suitable vacancy, informants were asked to comment specifically on the staff at the Office. Various criticisms are often levelled at Employment Office staff, and we were interested to know how people who had actually had dealings with the Office staff felt about their treatment. Four specific aspects were dealt with: how well-informed the staff were about the jobs that were available; whether sufficient time was spent on the interview at the Office; whether the client, that is the informant, felt he had been treated as an individual or as just another unemployed person; and generally how helpful the Office staff were in attempting to find a suitable vacancy for the informant.

The table below shows the proportions of informants who were generally satisfied with these various aspects of the service.

Table 79: Proportions of informants who had registered at an Employment Office and who were satisfied with various aspects of the service when they used it.

Aspects of the service at the Employment Office	Proportion of informants satisfied	Nos on which % based
Were the staff well-informed about the jobs available?	63%	84
Was enough time spent on the interview?	80%	84
Was the informant treated as an individual?	49%	84
Were the staff helpful in trying to find a suitable job?	79%	83

The majority of informants were satisfied with the staff at the Office in so far as they were helpful in trying to find suitable jobs, and with the amount of time that had been spent on interviewing them. Of the 20 unemployed informants who felt that insufficient time had been spent on the interview, 14 regarded it as a very important part of the service.

However informants were generally less satisfied with the attitude of the staff at the Office towards them; just over half indicated their dissatisfaction by replying that they were treated "as just another unemployed person" rather than "as an individual".

Again the limited size of the sample did not allow us to see, for example, whether those who had not been sent after any jobs by the Employment Office, were more likely to have thought the staff unhelpful than those who had been sent after jobs.

At an earlier question a number of informants had spontaneously mentioned that when they thought of an Employment Office, part of their image was queuing while waiting to see a member of staff¹. They were now asked whether, if they had to go back to the Office more than once, they thought it important that they see the same person, even if it meant waiting, or whether they would prefer to be dealt with by another member of staff.

Opinion was almost equally divided among the currently unemployed between those who were in favour of seeing the same person, even if it meant waiting, 51%, and those who would prefer to be dealt with by someone else, 49%.

17.7 OTHER SERVICES OFFERED BY THE DEPARTMENT OF EMPLOYMENT

Besides being responsible for the Employment Offices, the Department of Employment also offers various other specialist services, including the Occupational Guidance Service and the Professional and Executive Recruitment Service. We were interested to know how widely these services were known and used, if they were not used, why that was, and if they had been used, how helpful informants had found them.

17.7.1 The Occupational Guidance Service

This particular service is available to people aged 18 and over and offers expert advice on choosing or changing careers or occupations rather than simply moving to another job of a similar kind.

Just under a third of all those who were aged 18 and over and were either currently off-sick with no job to return to or were unemployed had heard of the Occupational Guidance Service, but only two informants had ever used it. There was no difference in the proportions reporting knowing about the Service, between those who had registered and those who had not registered as unemployed with the Department of Employment. Two main sources of information about the Occupational Guidance Service were identified; television, and posters and leaflets at the Employment Office, accounting for 41% and 27% of informants respectively. Other informants had learnt about the service in a variety of ways, including a few who had heard of it from friends who had used the service themselves.

Of the two informants in this group who had used the service, one had found it helpful in that he had found out about Government Training Centres, and the other thought it had been helpful in some ways but not in others. He had been told about different types of work he might consider using his skills, but the Service had not found him a new job, as he had hoped.

¹Of those currently unemployed or off-sick with no job to return to who had registered with the Department 13% said they thought of queues for jobs and waiting for service when they thought of an Employment Office

17.7.2 The Professional and Executive Recruitment Service

Among informants who were currently unemployed or off-sick with no job to return to, there were only 18 people whose previous job had been of a professional or executive nature. Of these 18, ten had heard of the PER service but only three knew of the recent restyling. Two of the ten who knew of the service, were already registered with them, and seven thought that they might use the restyled service.

17.8 CHANGES THAT MIGHT IMPROVE THE DEPARTMENT'S SERVICE

At the time this survey was carried out one of the main concerns of the Department of Employment was to improve its service so as to attract more employers to register more of their vacancies and to attract more job-seekers and job-changers to using the service. We therefore asked informants what changes they thought could be made that might improve the service; those who had not registered as unemployed with the Department were asked more specifically whether there were any changes that would make them more willing to use the service.

17.8.1 Informants' own suggestions for improving the service

Less than half (40%) of those who had registered thought that the service could be improved by changes, and only one third of those who had not registered on this occasion thought that changes could be made which might make them more willing to use the service in the future. Forty per cent of this group did not think that any changes could attract them to using the service and the remaining 26% were unsure - "there might be", "it depends", "don't know" etc.

When we looked further at those informants who were sure that there were no changes that would improve the service, or that there were no improvements that would encourage them to use the service, we found that over a third of them had, at an earlier question, given an overall wholly favourable impression of an Employment Office. Among those who thought improvements could be made this proportion fell to 15%, while the proportion who had a wholly unfavourable picture of an Employment Office rose, for this group, to nearly three quarters.

Because a comparatively small number of informants suggested improvements or changes we cannot show reliably whether there were any real differences in the kinds of ideas they had between those who had registered and those who had not; the two groups have therefore been added together and their suggestions are shown below in table 80.

The suggestions that were made fell into four main groups; those concerning staff at the Employment Office, aspects concerned with the jobs available, general suggestions for improving the service, and the largest group - some more specific suggestions for improving the service.

Table 80: Proportion of informants suggesting various changes in the employment service which would improve the service or make them more likely to use it.

Informants' spontaneous suggestions	%	
Suggestions involving Employment Office staff:		
More considerate staff	19	31%
More effort by staff to find suitable jobs	17	
Aspects concerned with range or quality of vacancies:		
Get more/better quality jobs	15	19%
Approach employers to register more/better jobs	6	
General aspects of the service:		
Improve the premises/comfort	10	27%
More/better retraining schemes	13	
Other general aspects of the service	8	
Specific suggestions involving the service:		
Less waiting and queuing	17	42%
Advertise job vacancies in newspapers	8	
Different sections for different types of work	8	
Other specific suggestions involving the service	15	
Don't know	4	
Other answers	17	
All who suggested improvements to the service: base	48	

Overall just under a third of informants suggested improvements which reflected on the Office staff, in particular they mentioned improving staff attitudes - "they should be more helpful and interested in people in individual people's cases", "they need a more personal touch". We had previously found that many of those who had registered as unemployed with the Department, while generally being satisfied with efficiency of the Employment Office staff, were considerably less happy with the attitude of the staff towards them. That a third of all informants considered this an area for improvement gives some indication of the importance they attach to the attitude of the Employment Office towards their clients.

There were fewer suggested improvements which related to the physical conditions and to the office buildings, but there was obviously concern with the general standards of the premises including their comfort, and with the queues and waiting for service. Among the general aspects that would improve the service a few informants mentioned that it should get rid of its "dole" image and others said that local or nearer offices would make them more likely to use the service. The more specific suggestions included a few proposals that the vacancies should be displayed or sent out on circulars, and a number of requests for more privacy both generally, and particularly during the interview. Only about one fifth of informants wanted an improvement in the range and quality of jobs available, and generally the demand was simply for better jobs rather than specifically suggesting that the service should approach employers and try to get them to register better calibre vacancies.

17.8.2 Other suggestions which informants thought might improve the service

Having asked informants for their own spontaneous suggestions of ways to improve the employment service, and having discussed in considerable detail the various aspects of the existing service, finally, informants were handed a list showing a series of improvements which might be made, some of which they may have already mentioned themselves. They were then asked initially to say which improvements they thought were important, or in the case of those who had not registered with the Department, which ones might encourage them to use the service.

With a few exceptions, those who had not registered as unemployed with the Department, were more enthusiastic about the suggested improvements than those who had registered, and in particular they were considerably more attracted to the idea of the Office opening on Saturday mornings.

Table 81 below shows the proportions of informants who had, and who had not registered, who felt these improvements were important, or were more likely to make them use the service.

Table 81: Proportion of informants who felt that suggested improvements to the employment service were important, or were more likely to encourage them to use the service.

Suggested improvements which were thought to be important:	Proportion of informants who had:	
	Registered	Not registered
	%	%
Office sited near informant's work place	22	31
- a busy shopping centre, or high street	30	24
- a bus, rail or tube station	48	57
- a Social Security Office	43	48
Office open - on Saturday mornings	29	52
- late one evening per week	41	57
A selection of jobs on display outside the Office	60	67
A system of self-selection of jobs for employees	66	62
Office having more than just local jobs	51	52
An appointment system for interviews	69	74
Separating the payment of benefit money from the employment function	36	43
Out of earshot of other clients while being interviewed	65	71
Out of view of other clients while being interviewed	62	60
No item would improve the service	3	10
<i>Number of informants: base</i>	<i>86</i>	<i>42</i>

The suggestions gaining most support - of half or more of all informants - were, an appointment system for arranging interviews, a self-selection display system so that clients could look at and select for themselves any jobs that interested them, a display of vacancies outside the Office, more privacy - being out of view of other clients being slightly less important than being out of earshot, a wider geographical coverage of vacancies, and an office location near public transport. At least some of these improvements would be comparatively easy to implement, and indeed since the time this study was carried out, many have been introduced. Between a third and half of all informants felt that more flexible opening hours - opening late one evening, and opening on a Saturday morning, siting the Employment Office near the local Social Security Office and keeping the payment of benefit money separate from the employment function (a system already in operation) would also improve the service. Least support was gained for siting the Office in more convenient locations - near the informant's work, or in the high street.

17.8.3 The importance of other improvements compared with providing a better choice of jobs

The list of suggested improvements that had been handed to informants omitted any reference to improving the choice of jobs offered, an area which some informants had already spontaneously commented was in need of improvement.

If the Employment Office offered a good choice of jobs would any of the suggested improvements still matter to informants, or were these extras, while the fundamental problem was one of improving the range and quality of jobs available?

Of the 121 informants who had felt that at least one of the suggested improvements was important 83 (69%) still maintained that at least some would still matter even if the choice of jobs offered by the service was improved. Informants who had not registered as unemployed with the Department were however rather less likely than those who had registered to think that the suggested improvements were still important.

Table 82: Proportion of informants who felt that given a good choice of jobs, some of the suggested improvements that they felt were important would still matter.

Given a good choice of jobs, these improvements would:	Proportion of informants who had:		
	Registered	Not Registered	All
	%	%	%
Still matter	75	55	69
No longer matter	25	45	31
<i>All informants who felt that at least one suggested improvement was important: base</i>			
	83	38	121

We then attempted to find out which of the suggested improvements were of only comparatively minor importance compared with improving the choice of jobs available, by asking informants to say which of those items they originally thought important would still matter given the better choice of jobs. At this subsequent question the distribution of answers to the individual items followed an identical pattern to that of the original question - those items originally thought important by the greatest proportion of informants still attracted the greatest proportion of answers that they still mattered, and so on. Moreover we found that for every item between six and eight out of ten of those who originally regarded it as important maintained that it was still important - there was no particular item that subsequently received proportionately much less support than any other at this subsidiary question. And, finally we found that while the average number of items originally thought of as important was seven, an average of only two items were thought of as being no longer important given the improved choice of jobs.

There were however 38 informants who felt that none of the suggested improvements would continue to matter given the improvement in the choice of jobs available, and we have already noted that these were more likely to be the people who were not currently registered as unemployed with the Department. This group, like those who continued to think of some improvements as important, had also originally thought that an average of seven of the suggested improvements were important, and there were very few differences between the two groups in the proportions thinking particular items important. The only differences of note were that this group was less likely to have regarded the facility for making an appointment for interview as important, and more likely to think that siting an Employment Office near their place of work was important.

From this rather confusing picture it would appear that simply improving the choice of jobs would attract about a third of those who are not currently using the service to doing so and that many of the comparatively minor improvements in organisation such as having a higher regard for a client's privacy are seen as being just as important and necessary if the service is to have a greater attraction.

17.8.4 Summary

Of the 13 suggested improvements to the service, seven were thought to be important by more than half of the informants; an appointment system for interviews - emphasising yet again the dislike of queuing and waiting - more privacy, and self-selection of jobs were the most popular suggestions. Informants not currently registered with the Department were more attracted to the idea of Saturday morning opening - perhaps because this is a time when they are not looking for jobs using other methods.

Over two thirds of informants felt that providing a better selection of jobs was not a complete solution, and that some of the suggested improvements would still be important; an appointment system, more privacy and self-service remained the most popular. An average of seven items was originally regarded as important by each of these informants, and on average, only two were no longer regarded as important if the choice of jobs improved. There was no one particular item that was felt to be subsequently less important by more people than any other.

About one third of the informants said that if the choice of jobs was improved, then the things they had regarded as important improvements would no longer matter. It was found that these were more likely to be people who were not registered as unemployed with the Department, and that as a group their original choice of items seen as important improvements was only slightly different from those who still wanted the wider range of improvements and not just a better choice of jobs.

Appendix A

A NOTE ON THE SAMPLE DESIGN

Eileen Goddard - Sampling Branch

1. A sample of 5,200 addresses was selected with approximately equal probability from the 1974 Electoral Register. The sample was clustered in four wards or parishes in each of 130 Local Authority Areas.
2. The sampling frame of local authorities was stratified into 18 areas designated by the Department of Employment. These regions were based on the proposed revised local government boundaries of April 1974 (England and Wales), and May 1975 (Scotland). Within each region, local authorities were stratified into three groups according to area type:
 - a) those within the new metropolitan counties ranked alphabetically within authority type - CB, MB/UD, RD
 - b) those MBs and UDs within the new non-metropolitan counties, ranked alphabetically with authority type
 - c) those RD's within the new non-metropolitan counties, ranked alphabetically
3. The number of local authorities selected from each region by area type cell was proportional to the population (Registrar General's mid - 1972 estimates) in each cell. Local authorities were selected with probability proportional to their population.
4. Within each selected local authority four wards or groups of contiguous parishes were selected with probability proportional to their electorate. Ten addresses were selected systematically from each ward or group of parishes.
5. Table AI gives a full analysis of response.



TABLE A1

Response analysis

<u>Total sample of addresses</u>	5,200	
addresses deleted	166	
	<u>5,034</u>	= 100%
Less:		
address empty/business premises	199	
address not contacted	2	4%
	<u>4,833</u>	96%
<u>These 4,833 addresses yielded:</u>		
Households	5,008	= 100%
Less:		
h'holds containing no eligible people	1,111	22%
	<u>3,897</u>	78%
		3,897 = 100%
h'holds where nobody interviewed (eligibility not estab)	172	4%
h'holds where someone eligible for interview	3,725	96%
<u>These 3,725 households yielded:</u>		
Persons eligible for interview	6,715	= 100%
of whom:		
interviewed	5,923	88%
refused	711	11%
non-contact	81	1%

Appendix tables

Table 1 : Hours worked per week in last job and in present job by women who had a break of at least two months at home as housewives between jobs.

Hours worked a week in last job	Hours worked a week in present job			Total women 'housewives'
	over 30 hours	over 10 hours - 30 hours	10 hours or less	
Over 30 hours	15%	17%	5	(42) = 37%
Over 10 hours - 30 hours	13%	34%	5%	(60) = 53%
10 hours or less	2%	6%	3%	(12) = 10%
Total women 'housewives'	(34) = 30%	(65) = 57%	(15) = 13%	Base:100% = 114 ⁽¹⁾

(1) base = all women who had a break of two months as housewives between last job and present job, and who had changed jobs in the three years prior to interview.

Table 2 : Number of years married and single and widowed men and women had been in their previous job.

Number of years in previous job	Men			Women			Men and Women
	Married	Sgle/wid	All men	Married	Sgle/wid	All women	
	%	%	%	%	%	%	%
less than 1 yr	31	49	37	42	56	48	42
1 yr - less than 2 yrs	18	16	17	19	22	20	18
2 yrs - less than 3 yrs	12	13	12	12	8	11	12
3 yrs - less than 4 yrs	4	4	4	4	4	4	4
4 yrs - less than 5 yrs	4	3	4	7	1	5	4
5 yrs or more	27	14	22	13	7	11	17
1 yr or more but not specified	4	1	3	2	1	2	2
No. on which % based:	551	312	863	400	270	670	1,528

base: all who had changed jobs in the previous three years.

Table 3 : Proportions of married and single or widowed men and women who were doing a different sort of work in their previous job and present job.

Sort of work in previous job and present job was:	Men				Women				Men and Women
	Mar.	Sgle.	Wid.	All Men	Mar.	Sgle.	Wid.	All Women	
	%	%	%	%	%	%	%	%	%
Different	58	70	67	62	62	74	58	66	64
Same	42	30	33	36	36	26	42	34	36
<i>All who changed jobs in previous 3 years: base</i>									
	544	283	33	860	402	227	43	672	1537

Table 4 : Reasons given by men and women for not using the Employment Office when they were still in employment and were thinking of changing their job.

Reasons for not using the Employment Office	Men	Women	Men and Women
	%	%	%
Job already lined up; job offered	34	28	31
Heard about possible job from friends, colleagues	11	13	12
Type of work wanted not normally dealt with E. Service	27	5	8
Had already seen a vacancy elsewhere	11	18	14
Becoming self-employed	6	3	5
Not actively thinking about changing job	6	7	6
Unsatisfactory previous experience at E. Office	14	10	12
Preferred to find own job unaided	14	10	12
Other methods of job search more readily available	3	5	4
Employment Office does not have best jobs	4	5	5
No particular reason	2	4	3
Other answers	6	7	7
<i>Nos on which % based:</i>	303	200	506

Base: All who had a new job to go to before leaving their previous employer and who did not go to an Employment Office when they were thinking of changing their job. Percentages add to more than 100 as some people gave more than one reason.

Table 5 : Proportions of men and women who had no job to go to when they left their previous employer and who registered at an Employment Office when they were looking for their present job.

When looking for their present job informants:	All who did not leave labour force and:				All		
	started looking for a new job while still employed 1		had a break, if only for a few days, before started looking for a new job				
	Men	Women	Men	Women	Men	Women	Men & Women
	%	%	%	%	%	%	%
Registered at an Employment Office	77	34	72	30	73	31	54
Did not register	23	66	28	70	27	69	46
No. on which % based	71	41	254	220	325	311	586

(1) These people did not necessarily register while still employed; they could have registered at any time prior to finding a new job.

Table 6 : Methods used when looking for current job by men and women job-changers and men and women job seekers, who had not registered at an Employment Office.

Methods used	Men				Women			
	Job changers			Job Seekers	Job changers			Job seekers
	With job to go to	No job to go to	All job changers		With job to go to	No job to go to	All job changers	All
	%	%	%	%	%	%	%	%
Studied adverts in:								
National morning papers	7	3	6	7	2	1	1	1
Local weekly papers	11	18	12	9	18	24	20	16
Other newspapers	13	24	15	11	17	16	17	14
Trade/specialist journals	7	2	6	-	4	3	4	1
Used private agency	3	1	3	-	10	18	13	3
Direct application	19	36	22	34	19	23	21	18
Asked friends/relatives	29	28	28	23	23	22	22	21
Adverts in shop windows	12	4	1	-	2	5	3	4
Non-commercial agencies school/college	1	1	1	9	1	1	1	2
Nothing	2	3	2	4	1	5	3	15
Started own business	7	4	7	-	2	1	2	2
Offered a job	12	3	10	7	13	6	10	9
Other answers	1	3	1	4	1	1	1	2
Nos. on which % based:	447	94	541	53	340	231	571	253

Table 7 : Proportion of married, single and widowed men and women who tried other methods in addition to registering at an Employment Office when looking for work.

Apart from registering, informants:	Men			Women			Men and women
	Married	Sgle/ Wid.	All men	Married	Sgle/ Wid.	All Women	All
	%	%	%	%	%	%	%
tried other methods	89	83	86	75	79	78	84
tried no other methods	11	17	14	25	21	22	16
<i>All who registered: base</i>	197	164	361	56	83	139	504

Table 8 : Proportions of men and women in different socio-economic groups who were sent after jobs by the Employment Office

	Socio-economic group				
	Profess- ionals, employers and managers	Intermediate and junior non-manual	Manual Skilled	Semi skilled and personal service	Unskilled
	Nos	%	%	%	Nos
Sent after jobs by EO [18]		48	62	60	[21]
Not sent after any jobs [14]		52	38	40	[17]
<i>No. on which % based</i>	32	166	159	108	38

Table 9 : Attitudes of men and women in different socio-economic groups to the staff at the Employment Office

Attitudes to staff	Socio-economic group				
	Professionals, employers and managers	Intermediate and junior non-manual	Manual		
			Skilled	Semi-skilled and personal service	Unskilled
	Nos	%	%	%	Nos
In helping informant get a suitable job the staff:					
did all they could to help	[8]	39	40	36	[12]
were fairly helpful	[9]	47	42	51	[13]
were rather unhelpful	[13]	14	19	13	[12]
Staff were:					
well-informed about jobs available	[13]	55	62	61	[23]
not well-informed	[14]	36	31	34	[12]
informant could not say	[1]	6	7	5	[2]
Informants felt they were treated as:					
an individual	[15]	48	42	46	[17]
just another unemployed person	[13]	52	58	54	[20]
No. on which % based	28	153	150	97	37

Table 10 : Age and appearance of Employment Offices in different locations: those Offices used by informants who registered when changing jobs or looking for a new job.

Age and appearance of premises	Siting characteristics of Offices used							
	Good central focal point		Accessible but off-centre site		Back street site		All Offices used	
	Nos	%	Nos	%	Nos	%	Nos	%
Modern premises	22	7%	12	4%	3	1%	37	11%
Good appearance but falls short in some respects	30	9%	71	22%	9	3%	110	34%
Purpose built 1930's style	2	1%	61	19%	45	14%	108	34%
Unattractive appearance	10	3%	34	10%	23	7%	67	21%
All Offices used	64	20%	178	55%	80	25%	Base: 322 = 100%	

Table 11 : Proportion of Informants who were dissatisfied with various aspects of their treatment and service at the Employment Office they used, and who would not use the service again to look for a job in the near future: Offices used classified by sitting and by age and appearance of premises.

	Siting characteristics of the Office used				Age and appearance of premises									
	Good central focal point	Accessible but off-centre site	Back street site	Modern premises	Good - but falls short in some respects		Purpose built in 1930's style		Unattractive appearance					
	%	Base	%	Base	%	Base	%	Base	%	Base	%	Base		
In helping informant get a suitable job staff were rather unhelpful	17	63	22	174	12	89	[10]	37	21	107	20	106	9	66
Staff were not well-informed about jobs available	34	61	39	165	41	74	[15]	34	41	103	40	99	30	64
Informants felt they were treated as just another unemployed person	51	63	56	173	61	79	[[24]	37	51	107	61	106	51	65
Not enough time was spent on the interview	24	63	32	172	23	78	[8]	35	31	108	31	107	22	63
Would not use employment service again	57	64	40	173	42	78	[23]	37	40	110	41	108	45	67

Table 12 : Picture of an Employment Office as given by men and women in different age groups.

Impression	Men and Women aged							60 + over		All
	20-29	30-34	35-39	40-44	45-49	50-54	55-59	%	%	
Unpleasant atmosphere/building	26	22	22	20	19	19	17	14	21	
Staff unhelpful/unfriendly/superior	23	23	27	24	19	21	19	22	22	
Queues for jobs/waiting	21	20	21	16	19	18	17	13	19	
Queues waiting for dole	13	13	8	9	9	7	8	5	10	
Disparaging remarks about clientele	12	13	16	13	13	9	11	10	12	
No privacy	2	3	5	5	3	2	3	2	3	
No choice/poor jobs	12	14	12	12	10	7	6	7	10	
Bureaucracy/red tape	3	2	3	3	2	3	2	2	3	
Other unfavourable remarks	3	4	5	5	3	4	3	4	4	
Pleasant atmosphere/building	3	3	3	3	3	3	4	3	3	
Friendly helpful staff	5	7	7	10	13	9	11	16	9	
Good place of recruitment	4	5	5	7	6	8	6	8	6	
Good place NES	*	*	1	1	1	1	1	1	1	
Other favourable answers	*	1	1	1	1	2	2	2	1	
Indifferent about premises	16	16	17	15	17	17	13	11	16	
Agency for general trades	21	18	16	18	18	15	16	11	17	
Place to collect dole	12	11	10	10	12	10	11	13	11	
Place to obtain passport	3	1	3	2	2	2	3	2	3	
Place for unemployed	2	2	1	1	1	3	1	1	2	
Other neutral answers	1	2	3	1	1	2	1	2	2	
DK never been	7	9	9	10	11	12	13	13	10	
No. on which % based	1,102	519	539	539	586	562	436	334	4,617	

Table 13 : Methods likely to be used by men and women who are currently working if they had to change their job in the near future.

Methods	Methods which informants would be			
	Most likely to use	Next most likely to use	Least likely to use	Next least likely to use
	%	%	%	%
Studying advertisements in:				
Local weekly newspapers	23	15	2	3
Local and national evening papers	15	9	1	2
Direct application to an employer	14	17	7	7
Government employment services	13	17	9	6
Advertisements in trade/professional/specialist journals	12	7	4	7
Advertisements in national morning papers	9	9	5	8
Asking friends or relatives	7	15	12	12
Private agency	4	6	32	20
Advertisements on notice boards/shop windows	2	4	20	18
Non-commercial agencies - schools, colleges, Trade Unions	1	2	8	18
No. on which % based	5,056	4,988	5,024	4,961

Table 14 : Methods that men and women in different age groups who are currently working would be most likely to use if they had to change their job in the near future

	15-19		20-24		25-29		30-34		35-39		40-44		45-49		50-54		55-59		60-64		65+	
	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W	M	W
1. Adverts in nat. morning papers	7	6	10	4	13	9	13	2	15	6	13	3	13	4	9	6	7	4	7	5	7	-
2. Adverts in local weekly papers	24	33	19	33	22	24	16	34	14	35	18	33	16	31	16	35	15	28	16	39	27	-
3. Adverts in other papers	13	12	17	20	16	18	17	20	13	16	11	18	10	20	13	19	9	18	13	8	15	-
4. Adverts in trade journals	3	2	17	10	16	13	17	8	20	7	14	7	14	9	11	7	11	8	10	2	17	-
5. Adverts on notice boards	2	3	1	2	1	2	*	5	2	4	1	3	2	5	1	3	1	2	1	9	0	-
6. Private agency	5	7	3	14	2	13	1	5	3	6	2	4	1	6	1	3	3	6	2	6	2	-
7. Non commercial agency	*	1	1	*	*	1	1	1	2	*	2	*	1	*	2	1	3	1	1	0	0	-
8. Government Employment service	19	11	11	7	8	9	11	7	11	10	15	8	17	11	20	11	23	17	27	8	12	-
9. Asking friends/relatives	10	5	6	3	7	2	8	6	7	6	10	8	8	5	9	6	9	5	8	14	5	-
10. Approaching an employer direct	16	20	15	7	15	10	15	10	15	10	15	14	18	9	16	7	19	11	14	9	15	-
No. on which % based:	216	208	310	299	375	187	351	166	331	210	329	201	338	244	328	231	265	167	229	64	41	0

Table 15 : Methods that men and women who are currently working would be most likely to use if they had to change their job in the near future, those of different marital statuses and those currently working full-time and part-time.

	Married			Single			Widowed			Full-time over 30 hours			Part-time 30 and under		
	M	W	%	M	W	%	M	W	%	M	W	%	M	W	%
1. Adverts in nat. morning papers	12	4	9	7	6	5	11	6	11	3					
2. Adverts in local weekly papers	16	35	21	25	17	30	17	29	31	37					
3. Adverts in other papers	13	19	14	15	14	19	13	16	6	20					
4. Adverts in trade journals	15	6	12	13	6	5	14	10	13	5					
5. Adverts on notice boards	1	4	2	3	2	4	1	2	5	5					
6. Private agency	2	7	3	9	1	7	2	9	2	4					
7. Non commercial agency	2	1	1	1	2	2	1	1	3	1					
8. Government Employment service	15	9	17	11	27	10	15	11	15	8					
9. Asking friends/relatives	8	6	8	4	7	8	8	5	5	6					
10. Approaching an employer direct	16	10	14	13	17	9	16	11	10	10					
No. on which % based:	2,390	1,313	653	464	83	135	3,037	1,151	62	743					

Table 16 : Methods which men and women who had been job-seekers or job-changers in the previous three years would be most likely to use if they had to look for a new job.

Method most likely to be used for future job-seeking	Method by which informant found current job											
	Local papers		Evening papers		Private agency		Direct application		Asking friends etc		Employment services	
	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank	%	Rank
Studying advertisements in:												
local weekly papers	61	1	13	2	12	2	18	2	28	1	17	2
local and national evening papers	2	8	56	1	8	4	13	3	15	4	10	4
Private agency	6	5	3	7	61	1	2	8	3	8	5	5
Direct application	7	3	6	4	-	-	30	1	15	3	17	2
Asking friends or relatives	1	9	1	8	-	-	8	7	16	2	5	6
Employment services	8	2	9	3	7	5	9	6	10	5	38	1
Advertisements in:												
trade/specialist journals	4	6	4	5	1	6	10	4	6	6	3	8
national morning or Sunday papers	7	3	4	5	10	3	10	4	3	7	3	8
In shop windows or on notice boards	3	7	1	8	-	-	1	9	3	8	3	7
Non commercial agencies: schools T.U.'s	*	10	1	10	-	-	1	10	1	10	-	10
No. on which % based:	203		198		82		374		470		154	
												202

Appendix C

Card shown to informants listing various methods of job seeking they might consider using when they next needed to look for a new job.

CARD A

S1012

- A Looking at advertisements on notice-boards (including shop windows)
- B Private agency (employers pay a fee)
- C Government employment services

Studying advertisements in:

- D the national morning newspapers (including the Sunday papers)
- E trade/professional/specialist journals
- F local **weekly** newspapers
- G other newspapers (not mentioned above)

- H Asking friends or relatives about vacancies

- J Non-commercial agency (trade unions, schools, colleges)

Approaching an employer to see if he has suitable jobs available (in person, by telephone or in writing)

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